



GENERAL SERVICES ADMINISTRATION FEDERAL SUPPLY SERVICE AUTHORIZED FEDERAL SUPPLY SCHEDULE PRICE LIST

On-line access to contract ordering information, terms and conditions, up-to-date pricing, and the option to create an electronic delivery order are available through GSA Advantage!, a menu driven database system. The Internet address for GSA Advantage! is: <http://www.gsaadvantage.gov>

General Services Administration Federal Supply Service General Purpose Commercial Information Technology Equipment, Software, And Services Schedule 70

Contract number: **47QTCA19D0003**

Period Covered by Contract:
October 3, 2018 through October 2, 2023

Glacier Technologies, LLC
1200 Golden Key Circle, Suite 400
El Paso, TX 79925
Phone: 915-225-3550
Fax: 915-225-9091
www.glacier-tech.com

Business Size: **Small Disadvantaged Business / Alaskan Native Corporation**
DUNS: 178221391

For more information on ordering from Federal Supply Schedules click on the FSS Schedules button at
<http://www.fss.gsa.gov>.

Revised July 23, 2019

1.0 COMPANY INFORMATION

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1200 Golden Key Circle, Suite 400
El Paso, TX 79925
Phone: 915-225-3550
Fax: 915-225-9091
Email: jeff.booth@glacier-tech.com
www.glacier-tech.com

CONTRACTOR'S ADMINISTRATION SOURCE:

Jeff Booth
Contract Administrator
1200 Golden Key Circle, Suite 400
El Paso, TX 79925
Phone: 915-225-3550
Fax: 915-225-9091
Email: jeff.booth@glacier-tech.com

Table of Contents

1.0 COMPANY INFORMATION	1
2.0 TERMS AND CONDITIONS	3
3.0 GLACIER TECHNOLOGIES, LLC CORPORATE OVERVIEW	10
4.0 LABOR CATEGORIES.....	11
5.0 LABOR CATEGORIES DESCRIPTION	13
6.0 PRICE LIST	79

2.0 TERMS AND CONDITIONS

GSA AWARDED TERMS AND CONDITIONS GLACIER TECHNOLOGIES, LLC

- 1a. **TABLE OF AWARDED SPECIAL ITEM NUMBERS (SINs)**
SIN: 132-51 – Information Technology (IT) Professional Services
- 1b. **LOWEST PRICED MODEL NUMBER AND PRICE FOR EACH SIN:**
See attached GSA Awarded Pricelist
- 1c. **HOURLY RATES (Services only)**
See attached GSA Awarded Pricelist
2. **MAXIMUM ORDER**
SIN: 132-51: \$500,000
3. **MINIMUM ORDER**
SIN: 132-51: \$1000
4. **GEOGRAPHIC COVERAGE**
World Wide
5. **POINT(S) OF PRODUCTION**
Glacier Technologies, LLC
1200 Golden Key Circle, Suite 400
El Paso, TX 79925
Phone: 915-225-3550
Fax: 915-225-9091
Email: jeff.booth@glacier-tech.com
www.glacier-tech.com
6. **DISCOUNT FROM LIST PRICES**
Refer to attached Awarded Pricelist
7. **QUANTITY DISCOUNT(S)**
None
8. **PROMPT PAYMENT TERMS**
0%, Net 30 Days
- 9a. Government purchase cards **are accepted** at or below the micro-purchase threshold
- 9b. Government purchase cards **are not accepted** above the micro-purchase threshold
10. **FOREIGN ITEMS**
N/A
- 11a. **TIME OF DELIVERY**
To be negotiated at the task order level
- 11b. **EXPEDITED DELIVERY**
To be negotiated at the task order level
- 11c. **OVERNIGHT AND 2-DAY DELIVERY**
To be negotiated at the task order level

- 11d. URGENT REQUIREMENTS**
To be negotiated at the task order level
- 12. FOB POINT**
Destination
- 13a. ORDERING ADDRESS**
Glacier Technologies, LLC
1200 Golden Key Circle, Suite 400
El Paso, TX 79925
Jeff Booth, Sr. Director
Phone: 915-225-3550
Email: jeff.booth@glacier-tech.com
- 13b. ORDERING PROCEDURES**
For supplies and services, the ordering procedures, information on Blanket Purchase Agreements (BPA's) are found in FAR 8.405-3.
- 14. PAYMENT ADDRESS**
Bristol Bay Shared Services, LLC
C/O Glacier Technologies, LLC
7067 Old Madison Pike, STE 170
Huntsville, AL 35806-2195
- 15. WARRANTY PROVISION**
N/A
- 16. EXPORT PACKING CHARGES**
N/A
- 17. TERMS AND CONDITIONS OF GOVERNMENT PURCHASE CARD ACCEPTANCE**
Accepted at or below the micro-purchase threshold
- 18. TERMS AND CONDITIONS OF RENTAL, MAINTENANCE, AND REPAIR (if applicable)**
N/A
- 19. TERMS AND CONDITIONS OF INSTALLATION (IF APPLICABLE)**
N/A
- 20. TERMS AND CONDITIONS OF REPAIR PARTS INDICATING DATE OF PARTS PRICE LISTS AND ANY DISCOUNTS FROM LIST PRICES (IF AVAILABLE)**
N/A
- 20a. TERMS AND CONDITIONS FOR ANY OTHER SERVICES (IF APPLICABLE)**
N/A
- 21. LIST OF SERVICE AND DISTRIBUTION POINTS (IF APPLICABLE)**
N/A
- 22. LIST OF PARTICIPATING DEALERS (IF APPLICABLE)**
N/A
- 23. PREVENTIVE MAINTENANCE (IF APPLICABLE)**
N/A

24a. SPECIAL ATTRIBUTES SUCH AS ENVIRONMENTAL ATTRIBUTES (e.g. recycled content, energy efficiency, and/or reduced pollutants)

N/A

24b. Section 508 Compliance for EIT

If applicable, Section 508 compliance information on the supplies and services in this contract are available upon request.

The EIT standard can be found at: www.Section508.gov/.

25. DUNS NUMBER

178221391

26. NOTIFICATION REGARDING REGISTRATION IN SYSTEM FOR AWARD MANAGEMENT (SAM) DATABASE

Active

**TERMS AND CONDITIONS APPLICABLE TO
Information Technology (IT) Professional Services
(SPECIAL ITEM NUMBER 132-51)**

1. SCOPE

- a. The prices, terms and conditions stated under Special Item Number 132-51 Information Technology Professional Services apply exclusively to IT Professional Services within the scope of this Information Technology Schedule.
- b. The Contractor shall provide services at the Contractor's facility and/or at the ordering activity location, as agreed to by the Contractor and the ordering activity.

2. PERFORMANCE INCENTIVES I-FSS-60 Performance Incentives (April 2000)

- a. Performance incentives may be agreed upon between the Contractor and the ordering activity on individual fixed price orders or Blanket Purchase Agreements under this contract.
- b. The ordering activity must establish a maximum performance incentive price for these services and/or total solutions on individual orders or Blanket Purchase Agreements.
- c. Incentives should be designed to relate results achieved by the contractor to specified targets. To the maximum extent practicable, ordering activities shall consider establishing incentives where performance is critical to the ordering activity's mission and incentives are likely to motivate the contractor. Incentives shall be based on objectively measurable tasks.

3. ORDER

- a. Agencies may use written orders, EDI orders, blanket purchase agreements, individual purchase orders, or task orders for ordering services under this contract. Blanket Purchase Agreements shall not extend beyond the end of the contract period; all services and delivery shall be made and the contract terms and conditions shall continue in effect until the completion of the order. Orders for tasks which extend beyond the fiscal year for which funds are available shall include FAR 52.232-19 (Deviation – May 2003) Availability of Funds for the Next Fiscal Year. The purchase order shall specify the availability of funds and the period for which funds are available.
- b. All task orders are subject to the terms and conditions of the contract. In the event of conflict between a task order and the contract, the contract will take precedence.

4. PERFORMANCE OF SERVICES

- a. The Contractor shall commence performance of services on the date agreed to by the Contractor and the ordering activity.
- b. The Contractor agrees to render services only during normal working hours, unless otherwise agreed to by the Contractor and the ordering activity.
- c. The ordering activity should include the criteria for satisfactory completion for each task in the Statement of Work or Delivery Order. Services shall be completed in a good and workmanlike manner.
- d. Any Contractor travel required in the performance of IT Services must comply with the Federal Travel Regulation or Joint Travel Regulations, as applicable, in effect on the date(s) the travel is performed. Established Federal Government per diem rates will apply to all Contractor travel. Contractors cannot use GSA city pair contracts.

5. STOP-WORK ORDER (FAR 52.242-15) (AUG 1989)

- a. The Contracting Officer may, at any time, by written order to the Contractor, require the Contractor to stop all, or any part, of the work called for by this contract for a period of 90 days after the order is delivered to the Contractor, and for any further period to which the parties may agree. The order shall be specifically identified as a stop-work order issued under this clause. Upon receipt of the order, the Contractor shall immediately comply with its terms and take all reasonable steps to minimize the incurrence of costs allocable to the work covered by the order during the period of work stoppage. Within a period of 90 days after a stop-work is delivered to the Contractor, or within any extension of that period to which the parties shall have agreed, the Contracting Officer shall either-
 - (1) Cancel the stop-work order; or
 - (2) Terminate the work covered by the order as provided in the Default, or the Termination for Convenience of the Government, clause of this contract.
- b. If a stop-work order issued under this clause is canceled or the period of the order or any extension thereof expires, the Contractor shall resume work. The Contracting Officer shall make an equitable adjustment in the delivery schedule or contract price, or both, and the contract shall be modified, in writing, accordingly, if-
 - (1) The stop-work order results in an increase in the time required for, or in the Contractor's cost properly allocable to, the performance of any part of this contract; and
 - (2) The Contractor asserts its right to the adjustment within 30 days after the end of the period of work stoppage; provided, that, if the Contracting Officer decides the facts justify the action, the Contracting Officer may receive and act upon the claim submitted at any time before final payment under this contract.
- c. If a stop-work order is not canceled and the work covered by the order is terminated for the convenience of the Government, the Contracting Officer shall allow reasonable costs resulting from the stop-work order in arriving at the termination settlement.
- d. If a stop-work order is not canceled and the work covered by the order is terminated for default, the Contracting Officer shall allow, by equitable adjustment or otherwise, reasonable costs resulting from the stop-work order.

6. INSPECTION OF SERVICES

In accordance with FAR 52.212-4 CONTRACT TERMS AND CONDITIONS--COMMERCIAL ITEMS (MAR 2009) (DEVIATION I - FEB 2007) for Firm-Fixed Price orders and FAR 52.212-4 CONTRACT TERMS AND CONDITIONS □COMMERCIAL ITEMS (MAR 2009) (ALTERNATE I □□OCT 2008) (DEVIATION I – FEB 2007) applies to Time-and-Materials and Labor-Hour Contracts orders placed under this contract.

7. RESPONSIBILITIES OF THE CONTRACTOR

The Contractor shall comply with all laws, ordinances, and regulations (Federal, State, City, or otherwise) covering work of this character. If the end product of a task order is software, then FAR 52.227-14 (Dec 2007) Rights in Data – General, may apply.

8. RESPONSIBILITIES OF THE ORDERING ACTIVITY

Subject to security regulations, the ordering activity shall permit Contractor access to all facilities necessary to perform the requisite IT Professional Services.

9. INDEPENDENT CONTRACTOR

All IT Professional Services performed by the Contractor under the terms of this contract shall be as an independent Contractor, and not as an agent or employee of the ordering activity.

10. ORGANIZATIONAL CONFLICTS OF INTEREST

a. Definitions.

"Contractor" means the person, firm, unincorporated association, joint venture, partnership, or corporation that is a party to this contract.

"Contractor and its affiliates" and "Contractor or its affiliates" refers to the Contractor, its chief executives, directors, officers, subsidiaries, affiliates, subcontractors at any tier, and consultants and any joint venture involving the Contractor, any entity into or with which the Contractor subsequently merges or affiliates, or any other successor or assignee of the Contractor.

An "Organizational conflict of interest" exists when the nature of the work to be performed under a proposed ordering activity contract, without some restriction on ordering activities by the Contractor and its affiliates, may either (i) result in an unfair competitive advantage to the Contractor or its affiliates or (ii) impair the Contractor's or its affiliates' objectivity in performing contract work.

- b. To avoid an organizational or financial conflict of interest and to avoid prejudicing the best interests of the ordering activity, ordering activities may place restrictions on the Contractors, its affiliates, chief executives, directors, subsidiaries and subcontractors at any tier when placing orders against schedule contracts. Such restrictions shall be consistent with FAR 9.505 and shall be designed to avoid, neutralize, or mitigate organizational conflicts of interest that might otherwise exist in situations related to individual orders placed against the schedule contract. Examples of situations, which may require restrictions, are provided at FAR 9.508.

11. INVOICES

The Contractor, upon completion of the work ordered, shall submit invoices for IT Professional services. Progress payments may be authorized by the ordering activity on individual orders if appropriate. Progress payments shall be based upon completion of defined milestones or interim products. Invoices shall be submitted monthly for recurring services performed during the preceding month.

12. PAYMENTS

For firm-fixed price orders the ordering activity shall pay the Contractor, upon submission of proper invoices or vouchers, the prices stipulated in this contract for service rendered and accepted. Progress payments shall be made only when authorized by the order. For time-and-materials orders, the Payments under Time-and-Materials and Labor-Hour Contracts at FAR 52.212-4 (MAR 2009) (ALTERNATE I – OCT 2008) (DEVIATION I – FEB 2007) applies to time-and-materials orders placed under this contract. For labor-hour orders, the Payment under Time-and-Materials and Labor-Hour Contracts at FAR 52.212-4 (MAR 2009) (ALTERNATE I – OCT 2008) (DEVIATION I – FEB 2007) applies to labor-hour orders placed under this contract. 52.216-31(Feb 2007) Time-and Materials/Labor-Hour Proposal Requirements—Commercial Item Acquisition. As prescribed in 16.601(e)(3), insert the following provision:

- a. The Government contemplates award of a Time-and-Materials or Labor-Hour type of contract resulting from this solicitation.
- b. The offeror must specify fixed hourly rates in its offer that include wages, overhead, general and administrative expenses, and profit. The offeror must specify whether the fixed hourly rate for each labor category applies to labor performed by—
- (1) The offeror;
 - (2) Subcontractors; and/or
 - (3) Divisions, subsidiaries, or affiliates of the offeror under a common control.

13. RESUMES

Resumes shall be provided to the GSA Contracting Officer or the user ordering activity upon request.

14. INCIDENTAL SUPPORT COSTS

Incidental support costs are available outside the scope of this contract. The costs will be negotiated separately with the ordering activity in accordance with the guidelines set forth in the FAR.

15. APPROVAL OF SUBCONTRACTS

The ordering activity may require that the Contractor receive, from the ordering activity's Contracting Officer, written consent before placing any subcontract for furnishing any of the work called for in a task order.

16. DESCRIPTION OF IT PROFESSIONAL SERVICES AND PRICING

- a. The Contractor shall provide a description of each type of IT Service offered under Special Item Numbers 132-51 IT Professional Services should be presented in the same manner as the Contractor sells to its commercial and other ordering activity customers. If the Contractor is proposing hourly rates, a description of all corresponding commercial job titles (labor categories) for those individuals who will perform the service should be provided.
- b. Pricing for all IT Professional Services shall be in accordance with the Contractor's customary commercial practices; e.g., hourly rates, monthly rates, term rates, and/or fixed prices, minimum general experience and minimum education.
- c. The following is an example of the manner in which the description of a commercial job title should be presented:

EXAMPLE: Commercial Job Title: System Engineer

Minimum/General Experience: Three (3) years of technical experience which applies to systems analysis and design techniques for complex computer systems. Requires competence in all phases of systems analysis techniques, concepts and methods; also requires knowledge of available hardware, system software, input/output devices, structure and management practices.

Functional Responsibility: Guides users in formulating requirements, advises alternative approaches, conducts feasibility studies.

Minimum Education: Bachelor's Degree in Computer Science

3.0 GLACIER TECHNOLOGIES, LLC CORPORATE OVERVIEW



Glacier Technologies, LLC, (Glacier) is a Small Disadvantaged Business (SDB), Alaska Native Corporation (ANC), established in 2004. We are highly experienced in providing enterprise level Information Technology (IT) services and Engineering Support Services to Government and private industry. Glacier provides services and support to meet the requirements for



Information Technology (IT) Professional Services. Our internal procedures, based on ITIL processes and principles, guide our certified IT professionals in providing high quality, secure IT services for enterprise customers and small systems alike. The primary IT capabilities provided by Glacier include the following:

- Cyber Operations & Security
- Enterprise Application Development
- Enterprise Architecture & Integration
- Help Desk (Tier I, II, III)
- Database Management & Storage
- Network & Server Administration
- Administrative Telephone Services (ATS)
- Low Voltage Cabling Installation/Auditing
- Outside Plant Network Architecture Designs
- Land Mobile Radio (LMR)
- Video Teleconferencing & VTC Bridge Support
- IT Subject Matter Experts (SMEs)

For our DoD and commercial clients, we have designed, built, maintained, monitored, optimized, and upgraded networks, providing service management and support for IT systems from common software, to specialized storage clusters. Glacier's success is based on our recognized technical performance and commitment of our employees. Ongoing revenues and an infrastructure that provides dedicated recruiting and hiring capability to maintain a highly-specialized workforce means we can screen and hire quickly. We are International Organization for Standardization (ISO) 9001:2015 certified and have documented processes in place to manage contracts and business processes to include: Financial System, Contracts, Subcontract Management, HR, Security, and Management Information Systems. This combined with our financial resources allow us to excel in managing large and complex contracts. Glacier brings on-time and technically correct service delivery, a track record of effective cost management, and the maturity and experience to truly understand the needs of our customers.

Glacier Technologies, LLC Corporate Profile	
• Formed in 2004, 100% Tribally Owned by Bristol Bay Native Corporation (BBNC)	• Defense Contract Audit Agency (DCAA) Approved Accounting System, verified by third party CPA firm
• Alaska Native Corporation (ANC), Small Disadvantaged Business (SDB)	• Proven Financial Stability \$1.5M Line of Credit
• Top Secret Facility Clearance	• ISO 9001:2015 Registered Company

4.0 LABOR CATEGORIES

Glacier Technologies, LLC offers the following labor categories on the Information Technology (IT) Professional Services Sin 132-51:

Account/Vulnerability Mgmt IT Security Specialist	GIS Architect/Engineer I
Advisory I/T Specialist	GIS Architect/Engineer II
Application Project Manager I	GIS Architect/Engineer III
Application Project Manager III	GIS Architect/Engineer IV
Applications Release Manager	GIS Specialist I
ArcGIS Test Engineer	GIS Specialist II
Capacity Manager	GIS Specialist III
Certified I/T Specialist	GIS Specialist IV
Change Manager	IT Analyst I
Citrix Administrator	IT Analyst II
Citrix NetScaler Engineer	IT Analyst III
Citrix QA Test Engineer	IT Analyst IV
Citrix System Engineer/Analyst	IT Architect I
Citrix Test Engineer	IT Architect II
Citrix/Virtualization Arch Lead	IT Architect III
Cloud Engineer I	IT Architect IV
Cloud Engineer II	IT Consultant I
Cloud Engineer III	IT Consultant II
Cloud Engineer IV	IT Consultant III
Cloud Engineer/SME	IT Consultant IV
Configuration/Account Management Specialist	IT Technician I
Content DB End User Support	IT Technician II
Content DB/Oracle RAC SME	IT Technician III
Content DB/RAC	IT Technician IV
Data Center Facilities Engineer	Junior Data Migration System Administrator
Data Senior Network Engineer	Lab Manager HW/SW
Database Administrator	LAN Support Technician
Database Architect	LAN/WAN/MAN Administrator
Database Designer/Architect	Lead Senior Engineer
Database Developer I	Linux Administrator/Architect
Database Developer II	Linux/AIX/Unix/ESX Lead
Database Developer III	Network Administrator I
Database Developer IV	Network Administrator III
Database Engineer	Network Administrator III
Database Engineer I	Network Administrator IV
Database Engineer II	Network Engineer I
Database Engineer III	Network Engineer II
Database Engineer IV	Network Engineer III
Database Specialist I	Network Engineer IV
Database Specialist III	Network Modeling Engineer
Database Specialist III	Network Operations Support
Database Specialist IV	Network Performance Engineer
Database/GIS/ArcSDE Lead	Network Technical Writer
EFS Program Manager	Network Telecom Technician
Elevated User Support	On-site Technician
Enterprise Storage Systems Engineer/Arch	Oracle CDB Sr Consultant
Enterprise Systems Mgmt/Tivoli Lead	Oracle CDB/SME Developer
ESRI GIS Specialist, Level 1	Oracle CDB/SME Developer/Arch (OCS)
ESRI GIS Specialist, Level 2	Oracle Database Engineer
Event Manager	Oracle EDBA
File Structure Subject Matter Expert	Oracle Test Engineer

Program Manager	Software/Application Engineer II
Program Manager I	Software/Application Engineer III
Program Manager II	Software/Application Engineer IV
Program Manager III	Software/Application Specialist I
Program Manager IV	Software/Application Specialist II
Programmer	Software/Application Specialist III
Programmer III	Software/Application Specialist IV
Programmer/Analyst I	Sr. Linux/AIX Arch Admin
Programmer/Analyst III	Storage Architect
Programmer/Analyst III	Storage Area Network Administrator/Engineer
Programmer/Analyst IV	Subject Matter Expert I
Project Executive	Subject Matter Expert II
Project Manager	Subject Matter Expert III
Project Manager I	Subject Matter Expert IV
Project Manager II	System Engineer IT Analyst
Project Manager III	System Infrastructure Architect
Project Manager IV	Systems Administrator
QA Specialist I	Systems Administrator I
QA Specialist II	Systems Administrator II
QA Specialist III	Systems Administrator III
QA Specialist IV	Systems Administrator IV
Quality Assurance Specialist	Systems Arch/Engineer ESM – Master
Security Analyst	Systems Architect Tivoli
Security Engineer	Systems Architect/Engineer GIS
Security Engineer I	Systems Engineer I
Security Engineer II	Systems Engineer II
Security Engineer III	Systems Engineer III
Security Engineer IV	Systems Engineer IV
Security Specialist I	Systems Infrastructure Engineer Senior
Security Specialist II	Systems Management Engineer
Security Specialist III	Technical Coordinator
Security Specialist IV	Technical Writer
Senior Consultant	Technical Writer I
Senior Data Migration System Administrator	Technical Writer II
Senior Database Administrator	Technical Writer III
Senior Database Management Specialist	Technical Writer IV
Senior I/T Specialist	Unix/AIX Administrator
Senior IT Architect Master	Virtualization Architect
Senior IT Architect/Systems Engineer	Virtualization Engineer
Senior Level Consultant/Mgmt Lead	VMWare Admin/System Admin
Senior Networking Systems Programmer	Web Developer
Senior Program Manager	Windows Admin
Senior Program Office Support Specialist	Windows Admin, Level 1
Senior Programmer/ Analyst	Windows Admin, Level 2
Senior Project Manager	Windows Programming and Security Specialist
Senior Systems Engineer	Windows Server/OS lead
Senior Systems Programmer/Analyst	
Server Decommissioning Specialist	
Software/Application Developer I	
Software/Application Developer II	
Software/Application Developer III	
Software/Application Developer IV	
Software/Application Engineer I	

5.0 LABOR CATEGORIES DESCRIPTION

Professional Positions for IT Professional Services SIN 132-51

ACCOUNT/VULNERABILITY MGMT IT SECURITY SPECIALIST

Major Responsibilities

Maintain security environment in accordance with government agency security orders and procedures. Supervises other security personnel, and/or coordinates support to the customer in relation to a major secure facility or program requiring a combination of security disciplines to include personnel, physical, technical, AIS, COMSEC, OPSEC, etc. Maintain and distribute security related documentation to appropriate government and contractor customers/employees. Provide training to customers and users when required. Prepare and present security information, reports, and briefings for management and conferences. Provide security/vulnerability analysis, guidance, recommendations, and deficiency resolution and implementation. Manage the resolution of security vulnerabilities identified by site surveys and security readiness reviews. Communicate with a wide range of customers, management, technical employees on information and recommendations on current security issues and the future direction of security systems. Provide briefings and presentations to management and users regarding computer security issues.

Education Requirements

- Associate's Degree

Experience Requirements

- At least twelve years experience in security

ADVISORY I/T SPECIALIST

Major Responsibilities

Support business units and processes by identifying risks and continuous improvement opportunities within the technology space; formulate tactical solutions to business issues; understanding the relationships between mitigating risk, improving performance, and balancing cost/benefit of suggested solutions and changes. Act as a business partner and technology risk SME across the Cox family of businesses; demonstrate a knowledge of technology standards and best practices; engage in end-to-end process analysis and improvement; stay abreast of current business and industry developments as well as new standards relevant to Cox; work in collaborative, dynamic teams of high-performers. Develop high-value deliverables and produce high-quality work product; organize information in a concise, coherent manner using appropriate tools, templates, and methodologies; work in collaborative, dynamic teams of high-performers; present results to key stakeholders, including executive leadership. Contribute to the evolution of the department's supporting infrastructure by evaluating alternative courses of action; recommending adjustments and improvements; and participating in the department's ongoing transformation into a continuous improvement culture.

Education Requirements

- Bachelor's Degree

Experience Requirements

- Ten years direct experience

APPLICATION PROJECT MANAGER I

Major Responsibilities

Accountable for all aspects of project or task order; performance. Provides overall direction tall project level activity and personnel interfaces with; client personnel. Ensures schedules are met. Monitors performance indicators such as cost, timing; and manpower loading. Keeps management informed of project status and deviations. Demonstrates strong oral and written communication skills. Typically reports to the Program Manager or other senior management.

Education Requirements

- Bachelor's Degree in a relevant discipline

Experience Requirements

- Five years direct experience

APPLICATION PROJECT MANAGER III

Major Responsibilities

Accountable for all aspects of project or task order performance. Provides overall direction tall project level activity and personnel interfaces with client personnel. Ensures schedules are met. Monitors performance indicators such as cost, timing and manpower loading. Keeps management informed of project status and deviations. Demonstrates strong oral and written communication skills. Typically reports to the Program Manager or other senior management. May be responsible for supervising other Project Managers.

Education Requirements

- Advanced Degree in a relevant discipline

Experience Requirements

- Ten years direct experience

APPLICATIONS RELEASE MANAGER

Major Responsibilities

Reviews work products for correctness, adherence to the design concept and to user standards, and for progress in accordance with schedules. Coordinates with the Program and/or Project Manager to ensure problem solution and user satisfaction. Performs analysis and design of business applications on complex, large scale Information Technology (IT) and related communications systems, database management, and use of programming languages. Develops and implements quality programs such as verification and validation, Configuration Management (CM), ISO certification, Total Quality Management (TQM), Quality Assurance (QA), Quality Control (QC) and continuous improvement. Works independently or under only general direction on complex quality problems involving all phases of IT projects.

Education Requirements

- Bachelor's Degree in a relevant discipline

Experience Requirements

- Three years direct experience

ARCGIS TEST ENGINEER

Major Responsibilities

Recommends modifications to the geospatial enterprise architecture to reflect Integration of GIS processes, Deployment of the Enterprise Data Warehouse, Integration of the I-Web Corporate Data Warehouse. Maintain the suite of resource applications that support programs ranging across lines of business. Deployment of geospatial web services in the data center. Deployment of public facing geospatial web services (including addressing security issues). Integration of remote sensing technology. Provide technical support for data center GIS Server Administration. Provide engineering and architecture support for geospatial services. Provide GIS Server architectural designs and information on a variety of topics including; web server configurations, load balancing, component distribution, Active Directory integration, service definitions, and database connections. Using GIS industry standards tools and practices recommend improvements in the GIS applications development. Apply industry best practices to incident response procedures (working in a virtual team, creating and responding to incident, attending conference call meetings, interacting with other groups.)

Education Requirements

- Bachelor's Degree in a relevant discipline

Experience Requirements

- Five years direct experience

CAPACITY MANAGER

Major Responsibilities

Defines and executes systems engineering activities within a project. These activities may consist of systems planning, performance management, capacity planning, testing and validation, benchmarking, information engineering, and development and staffing of a systems engineering management plan. Analyzes and develops technical documentation detailing the integration and system performance. Performs with great latitude and technical decision making authority. May supervise more junior Systems Engineers as required. May perform other duties as assigned.

Education Requirements

- Bachelor's Degree

Experience Requirements

- Ten years direct experience

CERTIFIED I/T SPECIALIST

Major Responsibilities

Provide initial design, implementation, optimization, administration, and technical documentation of infrastructure systems. Specific focus on migration, configuration and integration of new Microsoft Applications including implementing Office 365 and related Active Directory. Design, implement and administer infrastructure systems. Implement systems solutions as required to ensure effective and efficient systems. Analyze, test and debug applications in support of infrastructure systems. Develop and implement best practices to ensure operational and cost efficiency. Establish and monitor infrastructure performance standards. Project management and implementation of IT Systems projects. Manage and maintain Windows, including capacity planning, systems monitoring and security. Engineer solutions for complex problems that generally require in-depth analysis and creative thinking where innovation and a wide range of autonomy for decision making is required. Identify errors that are often difficult to detect and performs root cause analysis in finding resolution to problems that typically lack precedent. Recommend improvements and/or alternatives for existing systems. Research and recommend emerging technologies to increase cost effectiveness, system ability and future expandability. Provide Level 1 and level 2 (escalated) IT Support.

Education Requirements

- Bachelor's Degree

Experience Requirements

- Ten years direct experience

CHANGE MANAGER

Major Responsibilities

Leads Change and Configuration Management Processes. Establishes the vision for continual improvement on these processes and implements the strategies to strive for an increasingly excellent user experience. Chairs and accountable for success of the Change Advisory Board. Ensure processes and technology are established to provide current and reliable configuration information to meet the operational and compliance requirements. Provides exceptional leadership in potentially high pressure scenarios. Ability to process, evaluate and conduct analysis on Requests for Changes for potential impacts and collisions prior to implementation. Drives improvement for Change Management to reduce risk in a mission critical environment. Manages Change and Configuration Management process and tooling backlog to advocate for correct prioritization of work. Proactively seeks continual improvement and reliability of the Configuration Management Database through process improvement and tooling enhancements. Delivers results utilizing partnerships, relationships and influence. Reviews ITSM related data to identify trending, issues, gaps, etc. (focusing on Change and Configuration as well as other ITIL integration points).

Education Requirements

- Bachelor's Degree

Experience Requirements

- Ten years direct experience

CITRIX ADMINISTRATOR

Major Responsibilities

Provide end user support through Customer Helpdesk tickets related to any Citrix or ThinPrint issue; Install and Publish applications through the approved change, release and operations processes; Monitor servers that are supporting both the Citrix and ThinPrint Applications; Correct and document any errors that are discovered, while ensuring high levels of availability in the system environments. These environments include standard data center environments, testing environments, training environments and customize environments. Review current documentation for accuracy and completeness, with the current operating guidelines and policy. Act as Subject Matter Expert (SME); thoroughly understand current and emerging tools, techniques, and products within the thin client environment to develop next generation solutions. Work closely with team members, to provide customer service that meets or exceeds established Service

Level Agreements. Awareness of current security-related laws, Federal government policy, trends, issues, including current and emerging technologies and best practices, and able to provide constructive feedback in a group setting. Provide input to improve current work procedures related policies and processes that allow the business to maintain a highly automated environment, ensuring consistent availability, provisioning, uptime, and regulatory compliance. Work and resolve requests for Dev, Test and Training environments using the Customer Helpdesk ticketing system.

Education Requirements

- Bachelor's Degree in a relevant discipline

Experience Requirements

- Five years direct experience

CITRIX NETSCALER ENGINEER

Major Responsibilities

The ability to communicate to application owners and efficiently translate business needs to technical solution. Very well versed in creating documentation for complex environments, specifically using MS Visio and MS Office applications. Provide advanced architecture, engineering and administrative guidance for the NetScaler Load Balancers and Cisco ACE. Mentor junior engineers and technical personnel on the setup of routing, and switching, and firewall devices. Assist in the Audit, Assessment, Design, Architecture, Deployment, Administration and Support of Citrix based technologies. Versed in configuration and deployment of NetScaler Management and Analytics System (MAS). Extensible understanding of Citrix web application functionality and deployment. Excellent analytical and problem solving skills are required along with strong verbal and written communication skills. Work and collaborate with other groups and vendors.

Education Requirements

- Bachelor's Degree in a relevant discipline

Experience Requirements

- Five years direct experience

CITRIX QA TEST ENGINEER

Major Responsibilities

Develop, modify and evaluate software test planning documentation used to design, implement, test, and optimize software on multiple projects. Have significant influence in the quality and technical direction of our products. Responsible for executing functional and system level testing of products across OS platforms (e.g. Mac, Windows, Linux) to test various features. Set up test environments, executes tests, records results and defects. Collaborate with Software Development teams to identify and resolve product defects. Create new tests to target new features and products. Debug and investigate defects to determine root cause. Understands application use cases and feature requirements. Establishes and maintains thorough and accurate documentation of all work including status updates to summarize project highlights.

Education Requirements

- Bachelor's Degree

Experience Requirements

- Ten years direct experience

CITRIX SYSTEM ENGINEER/ANALYST

Major Responsibilities

Performs systems development, functional and data requirements analysis, systems analysis and design, programming, program design and documentation preparation. Applies enterprise-wide set of disciplines for the planning, analysis, design and construction of information systems on an enterprise-wide basis or across a major sector of the enterprise. Develops analytical and computational techniques and methodology for problem solutions. Performs enterprise wide strategic systems planning, business information planning, business and analysis. Performs process and data modeling in support of the planning and analysis efforts using both manual and automated tools, such as Integrated Computer-Aided Software Engineering (I-CASE) tools. Applies reverse engineering and re-engineering disciplines to develop migration strategic and planning documents. Has experience with methodologies, e.g., IDEF 0 process modeling and IDEF 1X data modeling.

Education Requirements

- Advanced Degree in a relevant discipline

Experience Requirements

- Ten years direct experience

CITRIX TEST ENGINEER

Major Responsibilities

Develop, modify and evaluate software test planning documentation used to design, implement, test, and optimize software on multiple projects. Have significant influence in the quality and technical direction of our products. Responsible for executing functional and system level testing of products across OS platforms (e.g. Mac, Windows, Linux) to test various features. Set up test environments, executes tests, records results and defects. Collaborate with Software Development teams to identify and resolve product defects. Create new tests to target new features and products. Debug and investigate defects to determine root cause. Understands application use cases and feature requirements. Establishes and maintains thorough and accurate documentation of all work including status updates to summarize project highlights.

Education Requirements

- Bachelor's Degree

Experience Requirements

- Ten years direct experience

CITRIX/VIRTUALIZATION ARCH LEAD

Major Responsibilities

Plans and performs systems and networking engineering research, design development, and other assignments in conformance with system and network design, engineering, and customer specifications. Provides assistance and performs general technical tasks for computer/telephony integration. Performs general technical support in one or more specific areas of research associated with computer or telecommunications network interoperability or integration. Supervises teams of Senior Systems Engineers, Network Engineers, Senior Network Engineers, and Network Engineers through project completion and is considered a Subject Matter Expert (SME) in one or more specific areas of computer system design and networking. Responsible for highly complex technical/engineering projects. Independently performs a variety of system design and engineering tasks which are broad in nature and are concerned with design and implementation of major enterprise systems development and integration, including supporting personnel, hardware, software, and support facilities and/or equipment.

Education Requirements

- Advanced degree in a related discipline

Experience Requirements

- Fifteen years direct experience

CLOUD ENGINEER I

Major Responsibilities

Partner with application owners and service providers to design security and privacy controls for cloud hosted. Serve as a senior cloud application security engineer/SME for high visibility cloud computing initiative. Devise a strategy to secure information assets and cloud application services. Interpret and support security policies and standards for the public/private/hybrid cloud deployment contexts. Create security standards compliant patterns & reference architectures for public, private, or hybrid cloud deployments. Partner with stakeholders to assess public & private cloud services/technologies for security standards compliance. Analyze and design controls to secure public/private/hybrid cloud deployments. Will work with leaders and team members at all levels and across functional lines. Will utilize analytical skills and the ability to think outside the box. Will utilize critical thinking skills and not hesitate to question status quo.

Education Requirements

- Bachelor's Degree

Experience Requirements

- 1 years experience, 5 years experience if less than Bachelor's Degree

CLOUD ENGINEER II

Major Responsibilities

Partner with application owners and service providers to design security and privacy controls for cloud hosted. Serve as a senior cloud application security engineer/SME for high visibility cloud computing initiative. Devise a strategy to secure information assets and cloud application services. Interpret and support security policies and standards for the public/private/hybrid cloud deployment contexts. Create security standards compliant patterns & reference architectures for public, private, or hybrid cloud deployments. Partner with stakeholders to assess public & private cloud services/technologies for security standards compliance. Analyze and design controls to secure public/private/hybrid cloud deployments. Will work with leaders and team members at all levels and across functional lines. Will utilize analytical skills and the ability to think outside the box. Will utilize critical thinking skills and not hesitate to question status quo.

Education Requirements

- Bachelor's Degree

Experience Requirements

- 3 years experience, 7 years experience if less than Bachelor's Degree

CLOUD ENGINEER III

Major Responsibilities

Partner with application owners and service providers to design security and privacy controls for cloud hosted. Serve as a senior cloud application security engineer/SME for high visibility cloud computing initiative. Devise a strategy to secure information assets and cloud application services. Interpret and support security policies and standards for the public/private/hybrid cloud deployment contexts. Create security standards compliant patterns & reference architectures for public, private, or hybrid cloud deployments. Partner with stakeholders to assess public & private cloud services/technologies for security standards compliance. Analyze and design controls to secure public/private/hybrid cloud deployments. Will work with leaders and team members at all levels and across functional lines. Will utilize analytical skills and the ability to think outside the box. Will utilize critical thinking skills and not hesitate to question status quo.

Education Requirements

- Bachelor's Degree

Experience Requirements

- 5 years experience, 9 years experience if less than Bachelor's Degree

CLOUD ENGINEER IV

Major Responsibilities

Partner with application owners and service providers to design security and privacy controls for cloud hosted. Serve as a senior cloud application security engineer/SME for high visibility cloud computing initiative. Devise a strategy to secure information assets and cloud application services. Interpret and support security policies and standards for the public/private/hybrid cloud deployment contexts. Create security standards compliant patterns & reference architectures for public, private, or hybrid cloud deployments. Partner with stakeholders to assess public & private cloud services/technologies for security standards compliance. Analyze and design controls to secure public/private/hybrid cloud deployments. Will work with leaders and team members at all levels and across functional lines. Will utilize analytical skills and the ability to think outside the box. Will utilize critical thinking skills and not hesitate to question status quo.

Education Requirements

- Bachelor's Degree

Experience Requirements

- 7 years experience, 11 years experience if less than Bachelor's Degree

CLOUD ENGINEER/SME

Major Responsibilities

Partner with application owners and service providers to design security and privacy controls for cloud hosted. Serve as a senior cloud application security engineer/SME for high visibility cloud computing

initiative. Devise a strategy to secure information assets and cloud application services. Interpret and support security policies and standards for the public/private/hybrid cloud deployment contexts. Create security standards compliant patterns & reference architectures for public, private, or hybrid cloud deployments. Partner with stakeholders to assess public & private cloud services/technologies for security standards compliance. Analyze and design controls to secure public/private/hybrid cloud deployments. Will work with leaders and team members at all levels and across functional lines. Will utilize analytical skills and the ability to think outside the box. Will utilize critical thinking skills and not hesitate to question status quo.

Education Requirements

- Bachelor's Degree

Experience Requirements

- Ten years direct experience

CONFIGURATION/ACCOUNT MANAGEMENT SPECIALIST

Major Responsibilities

Managing, installing and maintaining enterprise solutions for individual and group directory accounts; Managing, maintaining and monitoring the infrastructure that supports user authentication; Creating and modifying scripts used to manage individual and group accounts; Integrating computers, tablets, mobile devices, and smartphones into an enterprise user and computer authentication system; Integrating and managing user authentication using various public key infrastructure (PKI) mechanisms; and, Administering a Microsoft Windows active directory domain using standard Microsoft snap-ins such as Active Directory Users and Computers, Domains and Trusts, Sites and Services, and others as necessary. Administration tasks include but are not limited to: Creating objects in active directory, Creating shares, Managing share permissions, Delegating active directory object permissions (e.g., users, groups), Managing groups and permissions, Creating and managing group policies, Managing domain services such as Domain Naming Service (DNS), Dynamic Host Configuration Protocol (DHCP), Windows Internet Name Service (WINS), and authentication services such as Kerberos.

Education Requirements

- Bachelor's Degree

Experience Requirements

- Ten years direct experience

CONTENT DB END USER SUPPORT

Major Responsibilities

Develops and administers large-scale Database. Management Systems (DBMS). Participates in the design and development of DBMS at the highest level, and in defining the core system and subsystems. Directs the entire software development process, from the establishment and definition of requirements to implementation, acceptance, and maintenance. Provides technical and administrative direction for personnel performing software development tasks, including the review of work products for correctness, adherence to the design concept and to user standards, and for progress in accordance with schedules. Coordinates with Project and/or Program Manager to ensure problem solution and user satisfaction. Makes recommendations for approval of major systems installations. Prepares milestone status reports and deliveries/presentations on the system concept to colleagues, subordinates and end user representatives. Provides daily supervision and technical direction to staff to ensure program deadlines are met. Manages high-level databases. Provides technical guidance to systems and applications programmers. Directs and participates in the conceptual system design and specification. Reviews computer database information software support systems and data requirements, as well as communication and response needs, and recommends operating systems and languages to support them. Develops test plans and test data for operating systems and support software. Assists with the design and documentation of data requirements, system test and implementation plans, and system demonstrations. May supervise more junior Database Management Specialists.

Education Requirements

- Bachelor's Degree in a relevant discipline

Experience Requirements

- Five years direct experience

CONTENT DB/ORACLE RAC SME

Major Responsibilities

Develops and administers large-scale Database. Management Systems (DBMS). Participates in the design and development of DBMS at the highest level, and in defining the core system and subsystems. Directs the entire software development process, from the establishment and definition of requirements to implementation, acceptance, and maintenance. Provides technical and administrative direction for personnel performing software development tasks, including the review of work products for correctness, adherence to the design concept and to user standards, and for progress in accordance with schedules. Coordinates with Project and/or Program Manager to ensure problem solution and user satisfaction. Makes recommendations for approval of major systems installations. Prepares milestone status reports and deliveries/presentations on the system concept to colleagues, subordinates and end user representatives. Provides daily supervision and technical direction to staff to ensure program deadlines are met. Manages high-level databases. Provides technical guidance to systems and applications programmers. Directs and participates in the conceptual system design and specification. Reviews computer database information software support systems and data requirements, as well as communication and response needs, and recommends operating systems and languages to support them. Develops test plans and test data for operating systems and support software. Assists with the design and documentation of data requirements, system test and implementation plans, and system demonstrations. May supervise more junior Database Management Specialists.

Education Requirements

- Bachelor's Degree in a relevant discipline

Experience Requirements

- Ten years direct experience

CONTENT DB/RAC

Major Responsibilities

Defines problems and analyzes and develops plans and requirements in the subject matter area for complex systems. Coordinates and manages the preparation of analysis, evaluations, and recommendations for proper implementation of programs and system specifications in the following areas: Information Systems Architecture, Automation, Modeling and Simulation, Data Storage, Database Administration, and Database Design.

Education Requirements

- Bachelor's Degree

Experience Requirements

- Five years direct experience

DATA CENTER FACILITIES ENGINEER

Major Responsibilities

Responsible for the most efficient and cost-effective planning, organization, and layout of company data center facilities working toward economy of operation, maximum use of facilities and equipment, and compliance with laws and regulations. Reviews and estimates maintenance costs including equipment, installation, labor, materials, preparation and other related costs. Inspects maintenance progress for conformance to established drawings, specifications, and schedules. Develops criteria and performance specifications required to meet unique operating requirements and building and safety codes. Serves as liaison with outside contractors and vendors of equipment and supplies. May sign bids and make financial decisions related to projects within an established limit. May lend assistance to other facilities staff or operate at the direction of facilities management. Maintains data center facility grounds by use of in-house staff or outside contractors including irrigation, mowing, weed eating, landscaping, dirt work, leaf removal, parking area clearing, and ice/snow removal. Maintains data center facilities services, contracts, and service levels including vending, pest control, refrigeration, and janitorial. Assists with the creation and support of operating budget for the data center facility. Assists in the review of monthly reports to maintain adherence to budget, and responds to variances. Processes invoices in accordance with established company and departmental guidelines.

Education Requirements

- Bachelor's Degree

Experience Requirements

- Ten years direct experience

Data Senior Network Engineer

Major Responsibilities

Installation, configuration and maintenance system hardware and operating systems. This includes XenServer, VMWare and Hyper-V virtual environments. Experience with SAN environments including EMC. Proactively monitor and administer network system connected to the enterprise computing environment. Technologies include but is not limited to routers, switches, wireless access points, firewalls, load balancers, voice and video systems. Perform root cause analysis, troubleshoot and remediation of network events. Lead Deployments of network solutions. Take lead in the responding to network incidents and change requests. Coordinate efforts of all security compliance related to Federal and State security regulations and guidance. Troubleshoot and quickly resolve reported issues with defective equipment, applications and software. Deploy operating systems updates, software patches and hardware of other network infrastructure upgrade. Issue and maintain updated inventory logs of all equipment and software. Assist in development and implementation security policies as directed by IT Director and CTO. Respond to system alerts and messages, alerting if necessary staff and escalating issues as appropriate. Work closely with IT Director on day-to-day task and on-going projects.

Education Requirements

- Bachelor's Degree

Experience Requirements

- Ten years direct experience

DATABASE ADMINISTRATOR

Major Responsibilities

Administer/Monitor Oracle databases. Coordinate and deploy DDL/DML changes to Oracle databases. Plan, and implement security measures to safeguard databases. Support Data Extracts. Prepare/maintain SQL Scripts to automate DBA tasks. Manage Oracle on Linux/UNIX. Document and execute against Standard Operating Procedures. Install Oracle patches. Perform DISA STIGS against database and application. Troubleshoot issues with connectivity and performance. Perform RMAN backup and recovery. Clone and export databases to create new environments.

Education Requirements

- Bachelor's Degree

Experience Requirements

- Ten years direct experience

DATABASE ARCHITECT

Major Responsibilities

Plans and performs systems and networking engineering. Research, design development, and other assignments in conformance with system and network. Design, engineering, and customer specifications. Provides assistance and performs general technical tasks for computer/telephony integration. Performs general technical support in one or more specific areas of research associated with computer or telecommunications network interoperability or integration. Supervises teams of Senior Systems Engineers, Network Engineers, Senior Network Engineers, and Network Engineers through project completion and is considered a Subject Matter Expert (SME) in one or more specific areas of computer system design and networking. Responsible for highly complex technical/ engineering projects. Independently performs a variety of system design and engineering tasks which are broad in nature and are concerned with design and implementation of major enterprise systems development and integration, including supporting personnel, hardware, software, and support facilities and/or equipment.

Education Requirements

- Advanced degree in a related discipline.

Experience Requirements

- Fifteen years direct experience

DATABASE DESIGNER/ARCHITECT

Major Responsibilities

Plans and performs systems and networking engineering research, design development, and other assignments in conformance with system and network design, engineering, and customer specifications. Provides assistance and performs general technical tasks for computer/telephony integration. Performs general technical support in one or more specific areas of research associated with computer or telecommunications network interoperability or integration. Supervises teams of Senior Systems Engineers, Network Engineers, Senior Network Engineers, and Network Engineers through project completion and is considered a Subject Matter Expert (SME) in one or more specific areas of computer system design and networking. Responsible for highly complex technical/ engineering projects. Independently performs a variety of system design and engineering tasks which are broad in nature and are concerned with design and implementation of major enterprise systems development and integration, including supporting personnel, hardware, software, and support facilities and/or equipment.

Education Requirements

- Bachelor's Degree

Experience Requirements

- Ten years direct experience

DATABASE DEVELOPER I

Major Responsibilities

Database Developer engages in the database development phase of the software development lifecycle which include: coding, testing and debugging databases to meet business needs. Database developers focus on the storage, retrieval, reporting and safe keeping of data. Database Developers create schemas, define indexes, and use techniques to create efficient databases. Skills: Experience working with MS SQL Server, NoSQL DBA, and MySQL Sound knowledge of traditional as well as agile software development methodologies Knowledge of Scrum methodology of agile software development and its application Ability to apply an object-oriented programming language in creating applications Strong ability to carry out research and innovation Strong knowledge of systems and software development lifecycles; application integration techniques; and relational database design Outstanding spatially enabled enterprise applications creation and maintenance skill Sound knowledge and experience working with software application and database design ideas Ability to work well across functional teams.

Education Requirements

- Bachelor's Degree

Experience Requirements

- 1 years experience, 5 years experience if less than Bachelor' s Degree

DATABASE DEVELOPER II

Major Responsibilities

Database Developer engages in the database development phase of the software development lifecycle which include: coding, testing and debugging databases to meet business needs. Database developers focus on the storage, retrieval, reporting and safe keeping of data. Database Developers create schemas, define indexes, and use techniques to create efficient databases. Skills: Experience working with MS SQL Server, NoSQL DBA, and MySQL Sound knowledge of traditional as well as agile software development methodologies Knowledge of Scrum methodology of agile software development and its application Ability to apply an object-oriented programming language in creating applications Strong ability to carry out research and innovation Strong knowledge of systems and software development lifecycles; application integration techniques; and relational database design Outstanding spatially enabled enterprise applications creation and maintenance skill Sound knowledge and experience working with software application and database design ideas Ability to work well across functional teams.

Education Requirements

- Bachelor's Degree

Experience Requirements

- 3 years experience, 7 years experience if less than Bachelor' s Degree

DATABASE DEVELOPER III

Major Responsibilities

Database Developer engages in the database development phase of the software development lifecycle which include: coding, testing and debugging databases to meet business needs. Database developers focus on the storage, retrieval, reporting and safe keeping of data. Database Developers create schemas, define indexes, and use techniques to create efficient databases. Skills: Experience working with MS SQL Server, NoSQL DBA, and MySQL Sound knowledge of traditional as well as agile software development methodologies Knowledge of Scrum methodology of agile software development and its application Ability to apply an object-oriented programming language in creating applications Strong ability to carry out research and innovation Strong knowledge of systems and software development lifecycles; application integration techniques; and relational database design Outstanding spatially enabled enterprise applications creation and maintenance skill Sound knowledge and experience working with software application and database design ideas Ability to work well across functional teams.

Education Requirements

- Bachelor's Degree

Experience Requirements

- 5 years experience, 9 years experience if less than Bachelor's Degree

DATABASE DEVELOPER IV

Major Responsibilities

Database Developer engages in the database development phase of the software development lifecycle which include: coding, testing and debugging databases to meet business needs. Database developers focus on the storage, retrieval, reporting and safe keeping of data. Database Developers create schemas, define indexes, and use techniques to create efficient databases. Skills: Experience working with MS SQL Server, NoSQL DBA, and MySQL Sound knowledge of traditional as well as agile software development methodologies Knowledge of Scrum methodology of agile software development and its application Ability to apply an object-oriented programming language in creating applications Strong ability to carry out research and innovation Strong knowledge of systems and software development lifecycles; application integration techniques; and relational database design Outstanding spatially enabled enterprise applications creation and maintenance skill Sound knowledge and experience working with software application and database design ideas Ability to work well across functional teams.

Education Requirements

- Bachelor's Degree

Experience Requirements

- 7 years experience, 11 years experience if less than Bachelor's Degree

DATABASE ENGINEER

Major Responsibilities

Works effectively with Leads and product owners to define & clarify requirements, assignment priorities, perform detailed analysis, and develop robust & maintainable solutions meeting business requirements. Analyze, plan, develop, deploy, and manage BI infrastructure. Create automation SQL tests for unit, integration, regression, performance, and build verification. Understand and apply the advance principles of entity relationship model design, good data typing practices, index management, data management, and data security. Develop ad-hoc queries and reports on demand with short turnaround times as determined by business priorities. Research and prototype new database features, design, and architecture ahead of mainstream development. Proactively initiate & contribute in system improvements and innovations. Provide support to troubleshoot and resolve technical & performance issues in production environment. Review the database designs, code, and test plans of other developers and provide recommendations for improvement or optimizations. Perform basic database administration activities for lower and production (on demand) environments including; Job monitoring, release deployment, basic configuration, process monitoring, and database backup & restore. Follow defined software development lifecycle best practices. Work effectively with management and members to clarify needs and priorities. Miscellaneous duties as assigned.

Education Requirements

- Bachelor's Degree

Experience Requirements

- Ten years direct experience

DATABASE ENGINEER I

Major Responsibilities

Provides technical/management leadership on major database tasks and technology assignments; establishes goals and plans that meet project objectives; possesses domain and expert technical knowledge; directs and controls user-oriented activities having overall responsibility for ensuring that technical requirements are met; interacts with users and with senior management; supervises database engineering staff. Experience in the following: designing logical data models; designing and reviewing data management processes; designing data warehouses and data marts; normalized and dimensional form schema design; designing relational databases; system performance and tuning; application development and data modeling. Knowledge of database concepts, processes, practices and procedures, concurrency control and transaction processing, object oriented and object relational databases, and network concepts, SQL, data modeling tools, and advanced database concepts such as replication and parallel operations. Provides technical expertise for database design, development, implementation, information storage and retrieval, data flow and analysis.

Education Requirements

- Bachelor's Degree

Experience Requirements

- 1 years experience, 5 years experience if less than Bachelor' s Degree

DATABASE ENGINEER II

Major Responsibilities

Provides technical/management leadership on major database tasks and technology assignments; establishes goals and plans that meet project objectives; possesses domain and expert technical knowledge; directs and controls user-oriented activities having overall responsibility for ensuring that technical requirements are met; interacts with users and with senior management; supervises database engineering staff. Experience in the following: designing logical data models; designing and reviewing data management processes; designing data warehouses and data marts; normalized and dimensional form schema design; designing relational databases; system performance and tuning; application development and data modeling. Knowledge of database concepts, processes, practices and procedures, concurrency control and transaction processing, object oriented and object relational databases, and network concepts, SQL, data modeling tools, and advanced database concepts such as replication and parallel operations. Provides technical expertise for database design, development, implementation, information storage and retrieval, data flow and analysis.

Education Requirements

- Bachelor's Degree

Experience Requirements

- 3 years experience, 7 years experience if less than Bachelor' s Degree

DATABASE ENGINEER III

Major Responsibilities

Provides technical/management leadership on major database tasks and technology assignments; establishes goals and plans that meet project objectives; possesses domain and expert technical knowledge; directs and controls user-oriented activities having overall responsibility for ensuring that technical requirements are met; interacts with users and with senior management; supervises database engineering staff. Experience in the following: designing logical data models; designing and reviewing data management processes; designing data warehouses and data marts; normalized and dimensional form schema design; designing relational databases; system performance and tuning; application development and data modeling. Knowledge of database concepts, processes, practices and procedures, concurrency control and transaction processing, object oriented and object relational databases, and network concepts, SQL, data modeling tools, and advanced database concepts such as replication and parallel operations. Provides technical expertise for database design, development, implementation, information storage and retrieval, data flow and analysis.

Education Requirements

- Bachelor's Degree

Experience Requirements

- 5 years experience, 9 years experience if less than Bachelor's Degree

DATABASE ENGINEER IV

Major Responsibilities

Provides technical/management leadership on major database tasks and technology assignments; establishes goals and plans that meet project objectives; possesses domain and expert technical knowledge; directs and controls user-oriented activities having overall responsibility for ensuring that technical requirements are met; interacts with users and with senior management; supervises database engineering staff. Experience in the following: designing logical data models; designing and reviewing data management processes; designing data warehouses and data marts; normalized and dimensional form schema design; designing relational databases; system performance and tuning; application development and data modeling. Knowledge of database concepts, processes, practices and procedures, concurrency control and transaction processing, object oriented and object relational databases, and network concepts, SQL, data modeling tools, and advanced database concepts such as replication and parallel operations. Provides technical expertise for database design, development, implementation, information storage and retrieval, data flow and analysis.

Education Requirements

- Bachelor's Degree

Experience Requirements

- 7 years experience, 11 years experience if less than Bachelor's Degree

DATABASE SPECIALIST I

Major Responsibilities

Works effectively with Leads and product owners to define and clarify requirements and assignment priorities. Performs detailed analysis and develops robust and maintainable solutions to meet business requirements. Analyzes, plans, develops, deploys, and manages Business Intelligence (BI) infrastructure. Creates automation SQL tests for unit, integration, regression, performance, and build verification. Understands and applies the advanced principles of entity relationship model design, good data typing practices, index management, data management, and data security. Develops ad-hoc queries and reports on demand with short turnaround times as determined by business priorities. Researches and prototypes new database features, designs, and architectures ahead of mainstream development. Proactively initiates and contributes in system improvements and innovations. Provides support to troubleshoot and resolve technical and performance issues in production environment. Reviews the database designs, code, and test plans of other developers and provides recommendations for improvement or optimizations. Performs basic database administration activities for lower and production (on demand) environments, including; Job monitoring, release deployment, basic configuration, process monitoring, and database backup and restore. Follows defined software development lifecycle best practices. Works effectively with management and members to clarify needs and priorities. Miscellaneous duties as assigned.

Education Requirements

- Bachelor's Degree

Experience Requirements

- 1 years experience, 5 years experience if less than Bachelor's Degree

DATABASE SPECIALIST II

Major Responsibilities

Works effectively with Leads and product owners to define and clarify requirements and assignment priorities. Performs detailed analysis and develops robust and maintainable solutions to meet business requirements. Analyzes, plans, develops, deploys, and manages Business Intelligence (BI) infrastructure. Creates automation SQL tests for unit, integration, regression, performance, and build verification. Understands and applies the advanced principles of entity relationship model design, good data typing practices, index management, data management, and data security. Develops ad-hoc queries and reports on demand with short turnaround times as determined by business priorities. Researches and prototypes

new database features, designs, and architectures ahead of mainstream development. Proactively initiates and contributes in system improvements and innovations. Provides support to troubleshoot and resolve technical and performance issues in production environment. Reviews the database designs, code, and test plans of other developers and provides recommendations for improvement or optimizations. Performs basic database administration activities for lower and production (on demand) environments, including; Job monitoring, release deployment, basic configuration, process monitoring, and database backup and restore. Follows defined software development lifecycle best practices. Works effectively with management and members to clarify needs and priorities. Miscellaneous duties as assigned.

Education Requirements

- Bachelor's Degree

Experience Requirements

- 3 years experience, 7 years experience if less than Bachelor's Degree

DATABASE SPECIALIST III

Major Responsibilities

Works effectively with Leads and product owners to define and clarify requirements and assignment priorities. Performs detailed analysis and develops robust and maintainable solutions to meet business requirements. Analyzes, plans, develops, deploys, and manages Business Intelligence (BI) infrastructure. Creates automation SQL tests for unit, integration, regression, performance, and build verification. Understands and applies the advanced principles of entity relationship model design, good data typing practices, index management, data management, and data security. Develops ad-hoc queries and reports on demand with short turnaround times as determined by business priorities. Researches and prototypes new database features, designs, and architectures ahead of mainstream development. Proactively initiates and contributes in system improvements and innovations. Provides support to troubleshoot and resolve technical and performance issues in production environment. Reviews the database designs, code, and test plans of other developers and provides recommendations for improvement or optimizations. Performs basic database administration activities for lower and production (on demand) environments, including; Job monitoring, release deployment, basic configuration, process monitoring, and database backup and restore. Follows defined software development lifecycle best practices. Works effectively with management and members to clarify needs and priorities. Miscellaneous duties as assigned.

Education Requirements

- Bachelor's Degree

Experience Requirements

- 5 years experience, 9 years experience if less than Bachelor's Degree

DATABASE SPECIALIST IV

Major Responsibilities

Works effectively with Leads and product owners to define and clarify requirements and assignment priorities. Performs detailed analysis and develops robust and maintainable solutions to meet business requirements. Analyzes, plans, develops, deploys, and manages Business Intelligence (BI) infrastructure. Creates automation SQL tests for unit, integration, regression, performance, and build verification. Understands and applies the advanced principles of entity relationship model design, good data typing practices, index management, data management, and data security. Develops ad-hoc queries and reports on demand with short turnaround times as determined by business priorities. Researches and prototypes new database features, designs, and architectures ahead of mainstream development. Proactively initiates and contributes in system improvements and innovations. Provides support to troubleshoot and resolve technical and performance issues in production environment. Reviews the database designs, code, and test plans of other developers and provides recommendations for improvement or optimizations. Performs basic database administration activities for lower and production (on demand) environments, including; Job monitoring, release deployment, basic configuration, process monitoring, and database backup and restore. Follows defined software development lifecycle best practices. Works effectively with management and members to clarify needs and priorities. Miscellaneous duties as assigned.

Education Requirements

- Bachelor's Degree

Experience Requirements

- 7 years experience, 11 years experience if less than Bachelor's Degree

DATABASE/GIS/ARCSDE LEAD

Major Responsibilities

Designing web based GIS architecture for existing desktop applications and ensures a smooth transition/migration from desktop applications to web-based. Capturing and preparing requirements/business process analysis, data inventory and assessment, application conceptual design, and assisting the development team with the application physical design. Create, analyze, and maintain maps, data, and reports; Develop, plan, and implement complex GIS applications software for the system users and operators. Systems Architecture Design, including Hardware, Software, and Data, specification, acquisition and management. Utilizing the following software to complete web-programming for application analysis, design, development, testing, integration, and maintenance, installation, configuration, and integration of GIS applications including, ArcGIS Desktop, ArcGIS Server, ArcSDE, SQL Server, Oracle, Relational Database Management System (RDBMS).

Education Requirements

- Bachelor's Degree

Experience Requirements

- Ten years direct experience

EFS PROGRAM MANAGER

Major Responsibilities

Accountable for all aspects of program performance. Directs the performance of a variety of related projects, which may be organized by technology, program or client. Oversees the technology development and/or application, marketing, and resource allocation within program client base. Program areas typically represent more than three functional areas that may include engineering, systems analysis, quality control, administration, etc. Typically reports to a senior manager or corporate officer.

Education Requirements

- Advanced degree in a relevant discipline

Experience Requirements

- Fifteen years direct experience

ELEVATED USER SUPPORT

Major Responsibilities

Provide help desk support for software and hardware issues. Work with vendors to install, configure, administer, and support hardware and software for end user devices and end user support devices including hubs, switches, routers, firewalls, network monitoring tools, configuration backup tools, network elements, printers, software and wiring. Troubleshoot and provide solutions for network software or hardware problems, sometimes working across multiple vendors or teams to solve inter-service issues. Monitor and proactively attend to network performance and capacity at HQ and at retail locations. Installation, Configuration and Maintenance of Microsoft Windows (8, 10, 2008, 2012, 2016...) Desktops, Laptops, Active Directory and Group Policies. Perform maintenance and upgrades on a timely basis to maintain healthy network systems. Assist in maintaining and testing network disaster recovery plans, processes, and procedures. Create and maintain training materials, standard operating procedures and documentation for hardware and software installations.

Education Requirements

- Bachelor's Degree

Experience Requirements

- Ten years direct experience

ENTERPRISE STORAGE SYSTEMS ENGINEER/ARCH

Major Responsibilities

Architects and implements storage and data management solutions. Benchmarks, evaluates and makes recommendations for the selection of storage management software and hardware products. Develops and implements business continuity practices for storage management. Works with system administrators to maintain and enhance the storage environment in support of existing computer network systems, and

provide second and third level support using Incident Management processes. Provides support to operations relating to storage administration problems. Prepares monthly status reports quantitatively reporting storage capacity, performance and uptime. Responsible for securing storage resources. This includes password maintenance, new user logon and setup, and data protection procedures. Creates and maintains automates system backups and procedures for storage operations. Assists operators, where possible, in streamlining daily operations. Works to minimize downtime impact on users through accurate planning of scheduled downtime and quick problem resolution for unscheduled downtimes. Follows the established standards in writing and documenting projects and storage configurations. Contributes to the development of new standards and/or the modification of existing standards. Performs all job related responsibilities with minimal management direction and guidance.

Education Requirements

- Bachelor's Degree

Experience Requirements

- Ten years direct experience

ENTERPRISE SYSTEMS MGMT/TIVOLI LEAD

Major Responsibilities

In-depth knowledge of Tivoli Workload Scheduler (TWS) and associated Tivoli suite of products, including related control and monitoring systems. Scheduling Administrators analyze complex application dependencies and pre-requisite relationships and work actively with the applications developers to optimize job processing and scheduling aligned to business requirements. Works with technical teams to plan, install, configure, upgrade, maintain, and troubleshoot Tivoli systems. Provides on call support 24x7x365 coverage for managing application as well as supporting batch processing. Performs troubleshooting of system stalls, failed batch jobs, system errors, as needed to resume normal operations in accordance with specific guidelines and procedures and provide a root cause analysis. Completes special projects and duties assigned by management to improve batch operations and identify automation opportunities. Maintains direct knowledge of all system operations processes, procedures, and quality standards.

Education Requirements

- Bachelor's Degree

Experience Requirements

- Ten years direct experience

ESRI GIS SPECIALIST, LEVEL 1

Major Responsibilities

Analyzes business applications and design specifications. Develops block diagrams and logic flow charts. Translates detailed design into computer software. Tests, debugs and refines the computer software to produce the required product. Resolves a variety of difficult operating problems. Prepares required documentation including program-level and system-level documentation. Prepares instructions for computer operators. Enhances software to reduce operating time or improve efficiency. Provides software conversion and implementation support to include support.

Education Requirements

- Bachelor's Degree in a relevant discipline

Experience Requirements

- Seven years direct experience

ESRI GIS SPECIALIST, LEVEL 2

Major Responsibilities

Analyzes business applications and design specifications. Develops block diagrams and logic flow charts. Translates detailed design into computer software. Tests, debugs and refines the computer software to produce the required product. Resolves a variety of difficult operating problems. Prepares required documentation including program-level and system-level documentation. Prepares instructions for computer operators. Enhances software to reduce operating time or improve efficiency. Provides software conversion and implementation support to include support. May provide technical direction and supervision to more junior specialists.

Education Requirements

- Bachelor's Degree in a relevant discipline

Experience Requirements

- Ten years direct experience

EVENT MANAGER

Major Responsibilities

Obtains a high level of user satisfaction from internal users related to the services being provided. Creates a customer services oriented organization that provides professional quality guidance and advice to internal users of the systems and networks. Provides regular consulting/training/education services such as data management and staff training/orientation for basic hardware and operating systems which users rate with a high level of satisfaction. Assists IT operations human resource objectives by recruiting, selecting, orienting, training, assigning, scheduling, coaching, counseling, and disciplining employees. Coordinates staff in all areas to meet departmental/company objectives. Other duties as assigned.

Education Requirements

- Bachelor's Degree

Experience Requirements

- Ten years direct experience

FILE STRUCTURE SUBJECT MATTER EXPERT

Major Responsibilities

Defines problems and analyzes and develops plans and requirements in the subject matter area for complex systems. Coordinates and manages the preparation of analysis, evaluations, and recommendations for proper implementation of programs and system specifications in the following areas: Information Systems Architecture, Automation, Telecommunications, Networking, Communication Protocols, Software, Electronic E-mail, Modeling and Simulation, Data Storage and Retrieval, etc.

Education Requirements

- Bachelor's Degree

Experience Requirements

- Five years direct experience

GIS ARCHITECT/ENGINEER I

Major Responsibilities

Recommends modifications to the geospatial enterprise architecture to reflect Integration of GIS processes, Deployment of the Enterprise Data Warehouse, Integration of the I-Web Corporate Data Warehouse. Maintain the suite of resource applications that support programs ranging across lines of business. Deployment of geospatial web services in the data center. Deployment of public facing geospatial web services (including addressing security issues). Integration of remote sensing technology. Provide technical support for data center GIS Server Administration. Provide engineering and architecture support for geospatial services. Provide GIS Server architectural designs and information on a variety of topics including; web server configurations, load balancing, component distribution, Active Directory integration, service definitions, and database connections. Using GIS industry standards tools and practices recommend improvements in the GIS applications development. Apply industry best practices to incident response procedures (working in a virtual team, creating and responding to incident, attending conference call meetings, interacting with other groups.)

Education Requirements

- Bachelor's Degree

Experience Requirements

- 1 years experience, 5 years experience if less than Bachelor' s Degree

GIS ARCHITECT/ENGINEER II

Major Responsibilities

Recommends modifications to the geospatial enterprise architecture to reflect Integration of GIS processes, Deployment of the Enterprise Data Warehouse, Integration of the I-Web Corporate Data Warehouse. Maintain the suite of resource applications that support programs ranging across lines of business. Deployment of geospatial web services in the data center. Deployment of public facing geospatial web

services (including addressing security issues). Integration of remote sensing technology. Provide technical support for data center GIS Server Administration. Provide engineering and architecture support for geospatial services. Provide GIS Server architectural designs and information on a variety of topics including; web server configurations, load balancing, component distribution, Active Directory integration, service definitions, and database connections. Using GIS industry standards tools and practices recommend improvements in the GIS applications development. Apply industry best practices to incident response procedures (working in a virtual team, creating and responding to incident, attending conference call meetings, interacting with other groups.)

Education Requirements

- Bachelor's Degree

Experience Requirements

- 3 years experience, 7 years experience if less than Bachelor's Degree

GIS ARCHITECT/ENGINEER III

Major Responsibilities

Recommends modifications to the geospatial enterprise architecture to reflect Integration of GIS processes, Deployment of the Enterprise Data Warehouse, Integration of the I-Web Corporate Data Warehouse. Maintain the suite of resource applications that support programs ranging across lines of business. Deployment of geospatial web services in the data center. Deployment of public facing geospatial web services (including addressing security issues). Integration of remote sensing technology. Provide technical support for data center GIS Server Administration. Provide engineering and architecture support for geospatial services. Provide GIS Server architectural designs and information on a variety of topics including; web server configurations, load balancing, component distribution, Active Directory integration, service definitions, and database connections. Using GIS industry standards tools and practices recommend improvements in the GIS applications development. Apply industry best practices to incident response procedures (working in a virtual team, creating and responding to incident, attending conference call meetings, interacting with other groups.)

Education Requirements

- Bachelor's Degree

Experience Requirements

- 5 years experience, 9 years experience if less than Bachelor's Degree

GIS ARCHITECT/ENGINEER IV

Major Responsibilities

Recommends modifications to the geospatial enterprise architecture to reflect Integration of GIS processes, Deployment of the Enterprise Data Warehouse, Integration of the I-Web Corporate Data Warehouse. Maintain the suite of resource applications that support programs ranging across lines of business. Deployment of geospatial web services in the data center. Deployment of public facing geospatial web services (including addressing security issues). Integration of remote sensing technology. Provide technical support for data center GIS Server Administration. Provide engineering and architecture support for geospatial services. Provide GIS Server architectural designs and information on a variety of topics including; web server configurations, load balancing, component distribution, Active Directory integration, service definitions, and database connections. Using GIS industry standards tools and practices recommend improvements in the GIS applications development. Apply industry best practices to incident response procedures (working in a virtual team, creating and responding to incident, attending conference call meetings, interacting with other groups.)

Education Requirements

- Bachelor's Degree

Experience Requirements

- 7 years experience, 11 years experience if less than Bachelor's Degree

GIS SPECIALIST I

Major Responsibilities

Possesses an extensive knowledge and ability to perform a diverse array of complex GIS related work. Well-versed in ESRI products able to work with GIS data effectively. Creates tests and enhances GIS

operations, and develops and administers web based applications. Provides technical support for the implementation and operation of GIS projects. Installs and tests GIS web software and maintains GIS web servers. Evaluates user requirements for GIS, and identifies and implements applications. Conducts or coordinates end-user training. Writes and maintains reports, programs database reports, forms, and queries. Prepares GIS databases, maps, database reports and specialized queries in support of various projects. Performs GIS analysis, modeling and reporting to support decision making. Operates and maintains GIS software and web-based applications. Produces complex maps for user departments and outside agencies.

Education Requirements

- Bachelor's Degree

Experience Requirements

- 1 years experience, 5 years experience if less than Bachelor' s Degree

GIS SPECIALIST II

Major Responsibilities

Possesses an extensive knowledge and ability to perform a diverse array of complex GIS related work. Well-versed in ESRI products able to work with GIS data effectively. Creates tests and enhances GIS operations, and develops and administers web based applications. Provides technical support for the implementation and operation of GIS projects. Installs and tests GIS web software and maintains GIS web servers. Evaluates user requirements for GIS, and identifies and implements applications. Conducts or coordinates end-user training. Writes and maintains reports, programs database reports, forms, and queries. Prepares GIS databases, maps, database reports and specialized queries in support of various projects. Performs GIS analysis, modeling and reporting to support decision making. Operates and maintains GIS software and web-based applications. Produces complex maps for user departments and outside agencies.

Education Requirements

- Bachelor's Degree

Experience Requirements

- 3 years experience, 7 years experience if less than Bachelor' s Degree

GIS SPECIALIST III

Major Responsibilities

Possesses an extensive knowledge and ability to perform a diverse array of complex GIS related work. Well-versed in ESRI products able to work with GIS data effectively. Creates tests and enhances GIS operations, and develops and administers web based applications. Provides technical support for the implementation and operation of GIS projects. Installs and tests GIS web software and maintains GIS web servers. Evaluates user requirements for GIS, and identifies and implements applications. Conducts or coordinates end-user training. Writes and maintains reports, programs database reports, forms, and queries. Prepares GIS databases, maps, database reports and specialized queries in support of various projects. Performs GIS analysis, modeling and reporting to support decision making. Operates and maintains GIS software and web-based applications. Produces complex maps for user departments and outside agencies.

Education Requirements

- Bachelor's Degree

Experience Requirements

- 5 years experience, 9 years experience if less than Bachelor' s Degree

GIS SPECIALIST IV

Major Responsibilities

Possesses an extensive knowledge and ability to perform a diverse array of complex GIS related work. Well-versed in ESRI products able to work with GIS data effectively. Creates tests and enhances GIS operations, and develops and administers web based applications. Provides technical support for the implementation and operation of GIS projects. Installs and tests GIS web software and maintains GIS web servers. Evaluates user requirements for GIS, and identifies and implements applications. Conducts or coordinates end-user training. Writes and maintains reports, programs database reports, forms, and

queries. Prepares GIS databases, maps, database reports and specialized queries in support of various projects. Performs GIS analysis, modeling and reporting to support decision making. Operates and maintains GIS software and web-based applications. Produces complex maps for user departments and outside agencies.

Education Requirements

- Bachelor's Degree

Experience Requirements

- 7 years experience, 11 years experience if less than Bachelor's Degree

IT ANALYST I

Major Responsibilities

Works with management to determine IT objectives that will improve business outcomes. Reviews and analyzes existing IT systems and internal processes, and collects and analyzes data to identify areas for improvement within the IT infrastructure. Assists in resolving issues and ensuring solutions are viable and consistent. Creates system guidelines and manuals for the organization and/or department, and conducts regular reviews of systems. Generates reports on efficiencies and improvement areas. Participates in team meetings and provides input on intelligent solutions. Conducts research on new technologies to identify new trends and provide guidelines to the organization.

Education Requirements

- Bachelor's Degree

Experience Requirements

- 1 years experience, 5 years experience if less than Bachelor's Degree

IT ANALYST II

Major Responsibilities

Works with management to determine IT objectives that will improve business outcomes. Reviews and analyzes existing IT systems and internal processes, and collects and analyzes data to identify areas for improvement within the IT infrastructure. Assists in resolving issues and ensuring solutions are viable and consistent. Creates system guidelines and manuals for the organization and/or department, and conducts regular reviews of systems. Generates reports on efficiencies and improvement areas. Participates in team meetings and provides input on intelligent solutions. Conducts research on new technologies to identify new trends and provide guidelines to the organization.

Education Requirements

- Bachelor's Degree

Experience Requirements

- 3 years experience, 7 years experience if less than Bachelor's Degree

IT ANALYST III

Major Responsibilities

Works with management to determine IT objectives that will improve business outcomes. Reviews and analyzes existing IT systems and internal processes, and collects and analyzes data to identify areas for improvement within the IT infrastructure. Assists in resolving issues and ensuring solutions are viable and consistent. Creates system guidelines and manuals for the organization and/or department, and conducts regular reviews of systems. Generates reports on efficiencies and improvement areas. Participates in team meetings and provides input on intelligent solutions. Conducts research on new technologies to identify new trends and provide guidelines to the organization.

Education Requirements

- Bachelor's Degree

Experience Requirements

- 5 years experience, 9 years experience if less than Bachelor's Degree

IT ANALYST IV

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Education Requirements

- Bachelor's Degree

Experience Requirements

- 7 years experience, 11 years experience if less than Bachelor's Degree

IT ARCHITECT I

Major Responsibilities

The IT Architect will be required to provide project management experience and ensure that the delivered solution matches business requirements. Will diagnose, resolve, and document IT Enterprise problems in a timely and accurate fashion, while ensuring minimal downtime, and respond IT related issues and emergencies as required. The IT Architect may be required to be on-call after hours, weekends and holidays on a rotating schedule with other team members. Will be required to work with and mentor other IT team members, provide managers with status reports, and provide end user assistance, training, and support as required. Essential Duties Will Include: Identify, design, and implement IT devices. Identify, design, and implement standards, configurations, settings, installation sequences, and back-out instructions based on industry best practices. Identify, design, and implement information technologies and methodologies to meet current and future needs of the enterprise environment, including, core, distribution, and access layers. Identify and make improvements to the existing IT environment by analyzing system performance and optimizing existing strategies and technologies based on workloads. Act as a senior level escalation to diagnose and resolve problems with enterprise systems (software and hardware), determine the source of problem, and work to resolve problems according to their priority and nature. Respond to events both independently and as part of an Incident Management Team. Analyze and make recommendations for hardware and software standardization. Participate in hardware and software reviews and recommend purchases. Other duties as assigned.

Education Requirements

- Bachelor's Degree

Experience Requirements

- 1 years experience, 5 years experience if less than Bachelor's Degree

IT ARCHITECT II

Major Responsibilities

The IT Architect will be required to provide project management experience and ensure that the delivered solution matches business requirements. Will diagnose, resolve, and document IT Enterprise problems in a timely and accurate fashion, while ensuring minimal downtime, and respond IT related issues and emergencies as required. The IT Architect may be required to be on-call after hours, weekends and holidays on a rotating schedule with other team members. Will be required to work with and mentor other IT team members, provide managers with status reports, and provide end user assistance, training, and support as required. Essential Duties Will Include: Identify, design, and implement IT devices. Identify, design, and implement standards, configurations, settings, installation sequences, and back-out instructions based on industry best practices. Identify, design, and implement information technologies and methodologies to meet current and future needs of the enterprise environment, including, core, distribution, and access layers. Identify and make improvements to the existing IT environment by analyzing system performance and optimizing existing strategies and technologies based on workloads. Act as a senior level escalation to diagnose and resolve problems with enterprise systems (software and hardware), determine the source of problem, and work to resolve problems according to their priority and nature. Respond to events both independently and as part of an Incident Management Team. Analyze and make recommendations for hardware and software standardization. Participate in hardware and software reviews and recommend purchases. Other duties as assigned.

Education Requirements

- Bachelor's Degree

Experience Requirements

- 3 years experience, 7 years experience if less than Bachelor' s Degree

IT ARCHITECT III

Major Responsibilities

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Education Requirements

- Bachelor's Degree

Experience Requirements

- 5 years experience, 9 years experience if less than Bachelor' s Degree

IT ARCHITECT IV

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Education Requirements

- Bachelor's Degree

Experience Requirements

- 7 years experience, 11 years experience if less than Bachelor' s Degree

IT CONSULTANT I

Major Responsibilities

Utilizes expertise in business management practices, industry requirements and information technology disciplines to develop technical and/or business solutions to client problems. Has a high level of diverse

technical and industry experience. Typically has specialization in a particular technology or business application. Defines enterprise and system level security requirements. Proposes technical solutions for systems and applications-level security architecture and design. Develops security plans, policies and procedures. Applies a variety of information assurance disciplines for analysis, systems security architecture and design, integration and security testing. Coordinates activities with superiors and client personnel to resolve technical and/or business issues and ensures the successful delivery of the project requirements. May be required to act as a technical supervisor.

Education Requirements

- Bachelor's Degree

Experience Requirements

- 1 years experience, 5 years experience if less than Bachelor's Degree

IT CONSULTANT II

Major Responsibilities

Utilizes expertise in business management practices, industry requirements and information technology disciplines to develop technical and/or business solutions to client problems. Has a high level of diverse technical and industry experience. Typically has specialization in a particular technology or business application. Defines enterprise and system level security requirements. Proposes technical solutions for systems and applications-level security architecture and design. Develops security plans, policies and procedures. Applies a variety of information assurance disciplines for analysis, systems security architecture and design, integration and security testing. Coordinates activities with superiors and client personnel to resolve technical and/or business issues and ensures the successful delivery of the project requirements. May be required to act as a technical supervisor.

Education Requirements

- Bachelor's Degree

Experience Requirements

- 3 years experience, 7 years experience if less than Bachelor's Degree

IT CONSULTANT III

Major Responsibilities

Utilizes expertise in business management practices, industry requirements and information technology disciplines to develop technical and/or business solutions to client problems. Has a high level of diverse technical and industry experience. Typically has specialization in a particular technology or business application. Defines enterprise and system level security requirements. Proposes technical solutions for systems and applications-level security architecture and design. Develops security plans, policies and procedures. Applies a variety of information assurance disciplines for analysis, systems security architecture and design, integration and security testing. Coordinates activities with superiors and client personnel to resolve technical and/or business issues and ensures the successful delivery of the project requirements. May be required to act as a technical supervisor.

Education Requirements

- Bachelor's Degree

Experience Requirements

- 5 years experience, 9 years experience if less than Bachelor's Degree

IT CONSULTANT IV

Major Responsibilities

Utilizes expertise in business management practices, industry requirements and information technology disciplines to develop technical and/or business solutions to client problems. Has a high level of diverse technical and industry experience. Typically has specialization in a particular technology or business application. Defines enterprise and system level security requirements. Proposes technical solutions for systems and applications-level security architecture and design. Develops security plans, policies and procedures. Applies a variety of information assurance disciplines for analysis, systems security architecture and design, integration and security testing. Coordinates activities with superiors and client personnel to resolve technical and/or business issues and ensures the successful delivery of the project requirements. May be required to act as a technical supervisor.

Education Requirements

- Bachelor's Degree

Experience Requirements

- 7 years experience, 11 years experience if less than Bachelor's Degree

IT TECHNICIAN I**Major Responsibilities**

Installs, tests, and services a variety of computer software, hardware, data network, and telecommunications devices, as well as other peripheral equipment related to information technology. Applies hardware troubleshooting skills with comfort while working in a datacenter environment. Sets up hardware from various manufacturers. Performs operating system installs with different versions of Windows and Linux. Manages requests on a ticketing system. Maintains accurate records of equipment and services performed. Has flexibility to work different shifts which sometimes may include nights, weekends, and holidays. Follows standard practices and procedures in analyzing situations involving readily identifiable problems. Monitors and responds to hardware and software problems utilizing hardware and software testing tools and techniques.

Education Requirements

- Bachelor's Degree

Experience Requirements

- 1 years experience, 5 years experience if less than Bachelor's Degree

IT TECHNICIAN II**Major Responsibilities**

Installs, tests, and services a variety of computer software, hardware, data network, and telecommunications devices, as well as other peripheral equipment related to information technology. Applies hardware troubleshooting skills with comfort while working in a datacenter environment. Sets up hardware from various manufacturers. Performs operating system installs with different versions of Windows and Linux. Manages requests on a ticketing system. Maintains accurate records of equipment and services performed. Has flexibility to work different shifts which sometimes may include nights, weekends, and holidays. Follows standard practices and procedures in analyzing situations involving readily identifiable problems. Monitors and responds to hardware and software problems utilizing hardware and software testing tools and techniques.

Education Requirements

- Bachelor's Degree

Experience Requirements

- 3 years experience, 7 years experience if less than Bachelor's Degree

IT TECHNICIAN III**Major Responsibilities**

Installs, tests, and services a variety of computer software, hardware, data network, and telecommunications devices, as well as other peripheral equipment related to information technology. Applies hardware troubleshooting skills with comfort while working in a datacenter environment. Sets up hardware from various manufacturers. Performs operating system installs with different versions of Windows and Linux. Manages requests on a ticketing system. Maintains accurate records of equipment and services performed. Has flexibility to work different shifts which sometimes may include nights, weekends, and holidays. Follows standard practices and procedures in analyzing situations involving readily identifiable problems. Monitors and responds to hardware and software problems utilizing hardware and software testing tools and techniques.

Education Requirements

- Bachelor's Degree

Experience Requirements

- 5 years experience, 9 years experience if less than Bachelor's Degree

IT TECHNICIAN IV**Major Responsibilities**

Installs, tests, and services a variety of computer software, hardware, data network, and telecommunications devices, as well as other peripheral equipment related to information technology. Applies hardware troubleshooting skills with comfort while working in a datacenter environment. Sets up hardware from various manufacturers. Performs operating system installs with different versions of Windows and Linux. Manages requests on a ticketing system. Maintains accurate records of equipment and services performed. Has flexibility to work different shifts which sometimes may include nights, weekends, and holidays. Follows standard practices and procedures in analyzing situations involving readily identifiable problems. Monitors and responds to hardware and software problems utilizing hardware and software testing tools and techniques.

Education Requirements

- Bachelor's Degree

Experience Requirements

- 7 years experience, 11 years experience if less than Bachelor's Degree

JUNIOR DATA MIGRATION SYSTEM ADMINISTRATOR

Major Responsibilities

Processes requests to Add/Change/Delete user accounts and profiles throughout the IT enterprise environment. Execute medium-scale desktop deployment, platform migration and endpoint management. Use Windows Server 2008/2012/2016 PowerShell or vbscript scripting to automate tasks. Design, develop, and manage the deployment of Windows Operating Systems and configuration baselines. Provide end user support for Microsoft Windows, MacOS, iOS and Android platforms. Track and maintains accurate inventory of all hardware and software. Deploy and upgrade hardware and software with little oversight. Assists in ensuring that enterprise-wide standards are met. Provide technical support to local users and remote teams. Assists in the support and maintenance of local and remote office infrastructure. Interfaces with vendors and service providers. Performs workstation deployments, hardware and software configuration and acts as a resource tall departments on technology issues. Intermediate technical and analytical skills and basic knowledge of current technology where consistent with industry standards. Keeps abreast of new technology products, services, and software.

Education Requirements

- Bachelor's Degree

Experience Requirements

- Ten years direct experience

LAB MANAGER HW/SW

Major Responsibilities

Manages or directly supervises all facilities activities in the data center. Communicates with all parties involved to determine the current project status, upcoming Preventative or Maintenance Activities and works to prevent any project delays. Monitors expansion of the data center to ensure equipment and systems are running at the utmost reliable condition. Develops, recommends, and implements departmental policies and procedures, and ensures staff compliance with these and other facilities processes and policies. Manages the budgetary and financial aspects of the department, including preparation of annual capital budget, annual operating budget, anticipated growth, and other resources to support the DC operations at a Facilities level. Operates the business unit within approved budgets, and closely monitors controllable expenses and reports any variance. Ensures accounting entries and the general ledger codes are accurate. Provides direct supervision of subordinate managers to coordinate the daily activity of Facilities personnel. Monitors work flow and equipment use, and ensures equipment maintenance is up to date and there are no outstanding repairs. Enforces all policies, procedures and standards in place for the data center. Plans, coordinates and ensures the data center receives unqualified audit reports for all internal and external audits. Participates in the business and disaster recovery plan to protect the data center in the event of an interruption of service or a disaster. Conducts an annual test, and provides a written summary of the results. Updates Risk Analysis section of the Disaster Recovery Plan annually; updates the Disaster Recovery Plan semi-annually.

Education Requirements

- Bachelor's Degree

Experience Requirements

- Ten years direct experience

LAN SUPPORT TECHNICIAN

Major Responsibilities

Under general supervision, assists with the installation and support of network technologies, including LAN/WAN systems. Follows standard practices and procedures in analyzing situations involving readily identifiable problems. Monitor and responds to LAN hardware and software problems utilizing hardware and software testing tools and techniques. Interface with vendor support service groups to ensure proper escalation during outages or periods of degraded system performance. Assist with installation of terminals and associated hardware. Assists in setup and use of monitoring software for network equipment. Monitor Work order system, assign new tickets to correct technicians. Assist users with minor configuration and hardware troubleshooting. Monitor network utilization for excessive and improper usage; provide an analysis of data collected to help determine bottlenecks and abuse.

Education Requirements

- Bachelor's Degree

Experience Requirements

- Ten years direct experience

LAN/WAN/MAN ADMINISTRATOR

Major Responsibilities

Under general supervision, assists with the installation and support of network technologies, including LAN/WAN systems. Follows standard practices and procedures in analyzing situations involving readily identifiable problems. Monitor and responds to LAN hardware and software problems utilizing hardware and software testing tools and techniques. Interface with vendor support service groups to ensure proper escalation during outages or periods of degraded system performance. Assist with installation of terminals and associated hardware. Assists in setup and use of monitoring software for network equipment. Monitor Work order system, assign new tickets to correct technicians. Assist users with minor configuration and hardware troubleshooting. Monitor network utilization for excessive and improper usage; provide an analysis of data collected to help determine bottlenecks and abuse. Provide mentoring and direction to lower level team members including LAN Support Technicians.

Education Requirements

- Bachelor's Degree

Experience Requirements

- Ten years direct experience

LEAD SENIOR ENGINEER

Major Responsibilities

Research, evaluate, recommend, install, maintain, and upgrade information technology solutions to ensure the desired performance. Analyze requirements, designs, and implements solutions for IT infrastructure security, integrity, reliability, and functionality of IT infrastructure solutions. Prepare specifications and operational procedures of these solutions as well as the selection, installation, testing, and acceptance of the components. Monitor performance of IT systems using management tools and assist in planning for system expansion and enhancements. Configure hardware and software to insure the desired performance of equipment. Maintain standards for installation and repair work with regard to the quality of materials, workmanship, and safety precautions exercised throughout the operation. Interact with co-workers and vendors to obtain and disseminate information, assign tasks, provide advice on projects, and coordinate activities. Work with other technicians to develop IT solutions. Test, implement, and maintain integration hardware and software between operating systems. Perform troubleshooting to isolate, diagnose, and resolve advanced IT problems. Research, recommend, implement, and monitor security for Pinal County IT networks. Perform Team Lead duties as required including but not limited to assigning tasks, training, technical support, and feedback on performance. Plan, track, report, and analyze team performance, track and measure response to incidents, performance measures, and assist as needed and assure proper documentation of changes to systems and applications. Maintain absolute confidentiality of work-related issues, customer records, and restricted County information. Perform other related duties as required.

Education Requirements

- Bachelor's Degree

Experience Requirements

- Ten years direct experience

LINUX ADMINISTRATOR/ARCHITECT

Major Responsibilities

Serve as server team lead. Serve as Virtualization Architect to overseeing infrastructure and expansion when needed. Serve as VMware systems administrator for vSphere ESXi, vCenter, Site Recovery Manager, and vSAN. Perform Linux Server systems administration. Coordinate software systems integration and software development. Coordinate server backups with proactive assurance testing so that data is timely and recoverable. Participate as a member of the technical community to foster cooperation across lines of business. Monitor current trends and be innovative and forward thinking with finding new ways to utilize new technologies.

Education Requirements

- Bachelor's Degree

Experience Requirements

- Ten years direct experience

LINUX/AIX/UNIX/ESX LEAD

Major Responsibilities

Serve as server team lead. Serve as Virtualization team lead, overseeing infrastructure and expansion when needed. Serve as VMware systems administrator for vSphere ESXi, vCenter, Site Recovery Manager, and vSAN. Perform Linux Server systems administration. Coordinate software systems integration and software development. Coordinate server backups with proactive assurance testing so that data is timely and recoverable. Participate as a member of the technical community to foster cooperation across lines of business. Monitor current trends and be innovative and forward thinking with finding new ways to utilize new technologies. May supervise junior system admins.

Education Requirements

- Bachelor's Degree

Experience Requirements

- Ten years direct experience

NETWORK ADMINISTRATOR I

Major Responsibilities

Under general supervision, assists with the installation and support of network technologies, including LAN/WAN systems. Follows standard practices and procedures in analyzing situations involving readily identifiable problems. Monitor and responds to LAN hardware and software problems utilizing hardware and software testing tools and techniques. Interface with vendor support service groups to ensure proper escalation during outages or periods of degraded system performance. Assist with installation of terminals and associated hardware. Assists in setup and use of monitoring software for network equipment. Monitor Work order system, assign new tickets to correct technicians. Assist users with minor configuration and hardware troubleshooting. Monitor network utilization for excessive and improper usage; provide an analysis of data collected to help determine bottlenecks and abuse. Provide mentoring and direction to lower level team members including LAN Support Technicians.

Education Requirements

- Bachelor's Degree

Experience Requirements

- 1 years experience, 5 years experience if less than Bachelor' s Degree

NETWORK ADMINISTRATOR II

Major Responsibilities

Under general supervision, assists with the installation and support of network technologies, including LAN/WAN systems. Follows standard practices and procedures in analyzing situations involving readily identifiable problems. Monitor and responds to LAN hardware and software problems utilizing hardware and software testing tools and techniques. Interface with vendor support service groups to ensure proper

escalation during outages or periods of degraded system performance. Assist with installation of terminals and associated hardware. Assists in setup and use of monitoring software for network equipment. Monitor Work order system, assign new tickets to correct technicians. Assist users with minor configuration and hardware troubleshooting. Monitor network utilization for excessive and improper usage; provide an analysis of data collected to help determine bottlenecks and abuse. Provide mentoring and direction to lower level team members including LAN Support Technicians.

Education Requirements

- Bachelor's Degree

Experience Requirements

- 3 years experience, 7 years experience if less than Bachelor's Degree

NETWORK ADMINISTRATOR III

Major Responsibilities

Under general supervision, assists with the installation and support of network technologies, including LAN/WAN systems. Follows standard practices and procedures in analyzing situations involving readily identifiable problems. Monitor and responds to LAN hardware and software problems utilizing hardware and software testing tools and techniques. Interface with vendor support service groups to ensure proper escalation during outages or periods of degraded system performance. Assist with installation of terminals and associated hardware. Assists in setup and use of monitoring software for network equipment. Monitor Work order system, assign new tickets to correct technicians. Assist users with minor configuration and hardware troubleshooting. Monitor network utilization for excessive and improper usage; provide an analysis of data collected to help determine bottlenecks and abuse. Provide mentoring and direction to lower level team members including LAN Support Technicians.

Education Requirements

- Bachelor's Degree

Experience Requirements

- 5 years experience, 9 years experience if less than Bachelor's Degree

NETWORK ADMINISTRATOR IV

Major Responsibilities

Under general supervision, assists with the installation and support of network technologies, including LAN/WAN systems. Follows standard practices and procedures in analyzing situations involving readily identifiable problems. Monitor and responds to LAN hardware and software problems utilizing hardware and software testing tools and techniques. Interface with vendor support service groups to ensure proper escalation during outages or periods of degraded system performance. Assist with installation of terminals and associated hardware. Assists in setup and use of monitoring software for network equipment. Monitor Work order system, assign new tickets to correct technicians. Assist users with minor configuration and hardware troubleshooting. Monitor network utilization for excessive and improper usage; provide an analysis of data collected to help determine bottlenecks and abuse. Provide mentoring and direction to lower level team members including LAN Support Technicians.

Education Requirements

- Bachelor's Degree

Experience Requirements

- 7 years experience, 11 years experience if less than Bachelor's Degree

NETWORK ENGINEER I

Major Responsibilities

Performs site assessments of clients' existing analog infrastructure for VoIP deployment. Identifies needs and possible issues, makes recommendations and preparations for best implementation plans and practices. Establishes voice and data networks by running, pulling, terminating, and toning cables, and installing telecommunications equipment, routers, switches, and other ancillary devices. Assists in cutovers, cross-connecting faxes, credit card machines, alarm systems, internal and external paging units, and other ancillary devices. Verifies service by testing circuits, equipment, and alarms. Identifies, corrects, or escalates problems. Troubleshoots VoIP and other converged technologies issues. Assesses and troubleshoots client needs and provides recommendations for solutions. Documents network by labeling

and routing equipment and cables; recording configuration diagrams and specifications. Maintains network by troubleshooting and repairing outages, testing network back-up procedures, and updating documentation. Maintains customer rapport by listening to and resolving concerns, answering questions, and suggesting solutions. Maintains safe work environment by following codes, standards, and legal regulations. Keeps supplies ready by inventorying stock, placing orders, and verifying receipt. Updates job knowledge by participating in educational opportunities and reading technical publications. Enhances department and organization reputation by accepting ownership for accomplishing new and different requests. Explores opportunities to add value to job accomplishments.

Education Requirements

- Bachelor's Degree

Experience Requirements

- 1 years experience, 5 years experience if less than Bachelor' s Degree

NETWORK ENGINEER II

Major Responsibilities

Performs site assessments of clients' existing analog infrastructure for VoIP deployment. Identifies needs and possible issues, makes recommendations and preparations for best implementation plans and practices. Establishes voice and data networks by running, pulling, terminating, and toning cables, and installing telecommunications equipment, routers, switches, and other ancillary devices. Assists in cutovers, cross-connecting faxes, credit card machines, alarm systems, internal and external paging units, and other ancillary devices. Verifies service by testing circuits, equipment, and alarms. Identifies, corrects, or escalates problems. Troubleshoots VoIP and other converged technologies issues. Assesses and troubleshoots client needs and provides recommendations for solutions. Documents network by labeling and routing equipment and cables; recording configuration diagrams and specifications. Maintains network by troubleshooting and repairing outages, testing network back-up procedures, and updating documentation. Maintains customer rapport by listening to and resolving concerns, answering questions, and suggesting solutions. Maintains safe work environment by following codes, standards, and legal regulations. Keeps supplies ready by inventorying stock, placing orders, and verifying receipt. Updates job knowledge by participating in educational opportunities and reading technical publications. Enhances department and organization reputation by accepting ownership for accomplishing new and different requests. Explores opportunities to add value to job accomplishments.

Education Requirements

- Bachelor's Degree

Experience Requirements

- 3 years experience, 7 years experience if less than Bachelor' s Degree

NETWORK ENGINEER III

Major Responsibilities

Performs site assessments of clients' existing analog infrastructure for VoIP deployment. Identifies needs and possible issues, makes recommendations and preparations for best implementation plans and practices. Establishes voice and data networks by running, pulling, terminating, and toning cables, and installing telecommunications equipment, routers, switches, and other ancillary devices. Assists in cutovers, cross-connecting faxes, credit card machines, alarm systems, internal and external paging units, and other ancillary devices. Verifies service by testing circuits, equipment, and alarms. Identifies, corrects, or escalates problems. Troubleshoots VoIP and other converged technologies issues. Assesses and troubleshoots client needs and provides recommendations for solutions. Documents network by labeling and routing equipment and cables; recording configuration diagrams and specifications. Maintains network by troubleshooting and repairing outages, testing network back-up procedures, and updating documentation. Maintains customer rapport by listening to and resolving concerns, answering questions, and suggesting solutions. Maintains safe work environment by following codes, standards, and legal regulations. Keeps supplies ready by inventorying stock, placing orders, and verifying receipt. Updates job knowledge by participating in educational opportunities and reading technical publications. Enhances department and organization reputation by accepting ownership for accomplishing new and different requests. Explores opportunities to add value to job accomplishments.

Education Requirements

- Bachelor's Degree

Experience Requirements

- 5 years experience, 9 years experience if less than Bachelor's Degree

NETWORK ENGINEER IV

Major Responsibilities

Performs site assessments of clients' existing analog infrastructure for VoIP deployment. Identifies needs and possible issues, makes recommendations and preparations for best implementation plans and practices. Establishes voice and data networks by running, pulling, terminating, and toning cables, and installing telecommunications equipment, routers, switches, and other ancillary devices. Assists in cutovers, cross-connecting faxes, credit card machines, alarm systems, internal and external paging units, and other ancillary devices. Verifies service by testing circuits, equipment, and alarms. Identifies, corrects, or escalates problems. Troubleshoots VoIP and other converged technologies issues. Assesses and troubleshoots client needs and provides recommendations for solutions. Documents network by labeling and routing equipment and cables; recording configuration diagrams and specifications. Maintains network by troubleshooting and repairing outages, testing network back-up procedures, and updating documentation. Maintains customer rapport by listening to and resolving concerns, answering questions, and suggesting solutions. Maintains safe work environment by following codes, standards, and legal regulations. Keeps supplies ready by inventorying stock, placing orders, and verifying receipt. Updates job knowledge by participating in educational opportunities and reading technical publications. Enhances department and organization reputation by accepting ownership for accomplishing new and different requests. Explores opportunities to add value to job accomplishments.

Education Requirements

- Bachelor's Degree

Experience Requirements

- 7 years experience, 11 years experience if less than Bachelor's Degree

NETWORK MODELING ENGINEER

Major Responsibilities

Plans and performs systems and networking engineering research, design development, and other assignments in conformance with system and network design, engineering, and customer specifications. Provides assistance and performs general technical tasks for computer/telephony integration. Performs general technical support in one or more specific areas of research associated with computer or telecommunications network interoperability or integration. Supervises teams of Senior Systems Engineers, Network Engineers, Senior Network Engineers, and Network Engineers through project completion and is considered a Subject Matter Expert (SME) in one or more specific areas of computer system design and networking. Responsible for highly complex technical/engineering projects. Independently performs a variety of system design and engineering tasks which are broad in nature and are concerned with design and implementation of major enterprise systems development and integration, including supporting personnel, hardware, software, and support facilities and/or equipment.

Education Requirements

- Advanced degree in a related discipline

Experience Requirements

- Ten years direct experience

NETWORK OPERATIONS SUPPORT

Major Responsibilities

Performs a variety of network engineering tasks, either independently or under supervision, which are broad in nature and are concerned with the design and implementation of integrated networks, including personnel, hardware, software and support facilities and/or equipment. Supervises team of Network Engineers through project completion. Plans and performs network engineering research, design development, and other assignments in conformance with network design, engineering and customer specifications. Supervises Network Engineers through project completion. Responsible for major technical/engineering projects of higher complexity and importance than those normally assigned to lower

level engineers. Coordinates the activities of Network Engineers and Network Technicians assigned to specific network engineering projects. May perform other duties as assigned.

Education Requirements

- Advanced Degree in a relevant discipline

Experience Requirements

- Advanced Degree in a relevant discipline

NETWORK PERFORMANCE ENGINEER

Major Responsibilities

Performs a variety of network engineering tasks, either independently or under supervision, which are broad in nature and are concerned with the design and implementation of integrated networks, including personnel, hardware, software and support facilities and/or equipment. Supervises team of Network Engineers through project completion. Plans and performs network engineering research, design development, and other assignments in conformance with network design, engineering and customer specifications. Supervises Network Engineers through project completion. Responsible for major technical/engineering projects of higher complexity and importance than those normally assigned to lower level engineers. Performs with great latitude for unreviewed actions and decisions. Coordinates the activities of Network Engineers and Network Technicians assigned to specific network engineering projects. May perform other duties as assigned.

Education Requirements

- Advanced degree in a related discipline

Experience Requirements

- Ten years direct experience

NETWORK TECHNICAL WRITER

Major Responsibilities

Researches, develops and writes print and online documentation in accordance with the product release schedules and the documentation style guidelines. Researches and writes print and online whitepapers and technical marketing documentation. Performs needed analysis, estimates time lines, and prepares project proposals. Develops documentation for a variety of end users, including installers, network administrators, and technicians. Works with subject matter experts, quality assurance, and software developers to ensure quality and technical accuracy. Works with team to develop documentation processes and standards. Sets internal and external expectations. Works on multiple projects from conception to completion. Other job related duties as assigned. Works with Development and Quality Engineering Staff to resolve problems with released software. Provides input towards general process improvement.

Education Requirements

- Bachelor's Degree

Experience Requirements

- Ten years direct experience

NETWORK TELECOM TECHNICIAN

Major Responsibilities

Perform site assessments of clients existing analog infrastructure for VoIP deployment; identify needs and possible issues, make recommendations and preparations for best implementation plan and practices. Establishes voice and data networks by running, pulling, terminating, and toning cables; installing telecommunications equipment, routers, switches, and other ancillary devices. Assists in cutovers, cross-connecting faxes, credit card machines, alarm systems, internal and external paging units, and other ancillary devices. Verifies service by testing circuits, equipment, and alarms; identifying, correcting, or escalating problems. Troubleshoot VoIP and other converged technologies issues. Assess and troubleshoot client needs and provide recommendations for solutions. Documents network by labeling and routing equipment and cables; recording configuration diagrams and specifications. Maintains network by troubleshooting and repairing outages; testing network back-up procedures; updating documentation. Maintains customer rapport by listening to and resolving concerns; answering questions and suggesting solutions. Maintains safe work environment by following codes, standards, and legal regulations. Keeps supplies ready by inventorying stock; placing orders; verifying receipt. Updates job knowledge by

participating in educational opportunities; reading technical publications. Enhances department and organization reputation by accepting ownership for accomplishing new and different requests; exploring opportunities to add value to job accomplishments.

Education Requirements

- Bachelor's Degree

Experience Requirements

- Ten years direct experience

ON-SITE TECHNICIAN

Major Responsibilities

Hardware troubleshooting skills with comfort working in a datacenter environment. Ability to set up and maintain enterprise grade hardware from various manufacturers (HP, Dell, Sun, etc.). Ability to install (and remove) racks, shelving, power strips, rails, and cabling within a datacenter. Ability to perform operating system installs with different versions of Windows and Linux. Manage requests on a ticketing system. Maintain accurate records of datacenter equipment and services performed. Have flexibility to work different shifts which sometimes may include nights, weekends, and holidays. Microsoft and/or Cisco certification/training is a plus; Experience with Cisco switches is a plus.

Education Requirements

- Bachelor's Degree

Experience Requirements

- Ten years direct experience

ORACLE CDB SR CONSULTANT

Major Responsibilities

Working knowledge and experience with Oracle Apps and DBA tools. Experience working with oracle application R12 and 11i installation and upgrade process and procedures. Experience working with oracle 9i/10g RAC/non-RAC DB installation, configuration and support. Knowledge about core database concepts like waits events, performance tuning and administration. Patching oracle application and database. Experience in cloning Oracle e-business Suite databases. Experience in e-business suite Single sign-on implementation. Experience in oracle application server 10g. Strong experience in oracle 10g Data guard configuration and failover concepts. Strong troubleshooting skills for oracle application 11i/12 and database mandatory. Provide 24*7 on-call support as and when needed.

Education Requirements

- Bachelor's Degree

Experience Requirements

- Ten years direct experience

ORACLE CDB/SME DEVELOPER

Major Responsibilities

Working experience as Oracle Apps DBA is a must. Strong experience working with oracle application R12 and 11i installation and upgrade. Strong experience in oracle 9i/10g RAC/non-RAC DB installation, configuration and support. Knowledge about core database concepts like waits events, performance tuning and administration. Patching oracle application and database. Experience in cloning Oracle e-business Suite databases. Experience in e-business suite Single sign-on implementation. Experience in oracle application server 10g. Strong experience in oracle 10g Data guard configuration and failover concepts. Strong troubleshooting skills for oracle application 11i/12 and database mandatory. Provide 24*7 on-call support as and when needed.

Education Requirements

- Bachelor's Degree

Experience Requirements

- Ten years direct experience

ORACLE CDB/SME DEVELOPER/ARCH (OCS)

Major Responsibilities

Working experience as Oracle Apps DBA is a must. Strong experience working with oracle application R12 and 11i installation and upgrade. Strong experience in oracle 9i/10g RAC/non-RAC DB installation, configuration and support. Knowledge about core database concepts like waits events, performance tuning and administration. Patching oracle application and database. Experience in cloning Oracle e-business Suite databases. Experience in e-business suite Single sign-on implementation. Experience in oracle application server 10g. Strong experience in oracle 10g Data guard configuration and failover concepts. Strong troubleshooting skills for oracle application 11i/12 and database mandatory. Provide 24*7 on-call support as and when needed.

Education Requirements

- Bachelor's Degree

Experience Requirements

- Ten years direct experience

ORACLE DATABASE ENGINEER

Major Responsibilities

Working experience as Oracle Apps DBA is a must. Strong experience working with oracle application R12 and 11i installation and upgrade. Strong experience in oracle 9i/10g RAC/non-RAC DB installation, configuration and support. Knowledge about core database concepts like waits events, performance tuning and administration. Patching oracle application and database. Experience in cloning Oracle e-business Suite databases. Experience in e-business suite Single sign-on implementation. Experience in oracle application server 10g. Strong experience in oracle 10g Data guard configuration and failover concepts. Strong troubleshooting skills for oracle application 11i/12 and database mandatory. Provide 24*7 on-call support as and when needed.

Education Requirements

- Bachelor's Degree

Experience Requirements

- Ten years direct experience

ORACLE EDBA

Major Responsibilities

Working experience as Oracle Apps DBA is a must. Strong experience working with oracle application R12 and 11i installation and upgrade. Strong experience in oracle 9i/10g RAC/non-RAC DB installation, configuration and support. Knowledge about core database concepts like waits events, performance tuning and administration. Patching oracle application and database. Experience in cloning Oracle e-business Suite databases. Experience in e-business suite Single sign-on implementation. Experience in oracle application server 10g. Strong experience in oracle 10g Data guard configuration and failover concepts. Strong troubleshooting skills for oracle application 11i/12 and database mandatory. Provide 24*7 on-call support as and when needed.

Education Requirements

- Bachelor's Degree

Experience Requirements

- Ten years direct experience

ORACLE TEST ENGINEER

Major Responsibilities

Provide Quality and Compliance related support for Oracle products and applications. Participate in database reviews, system inspections, systems audits. Interact and coordinate activities with other departments, external vendors and customers. Assist or lead in the identification and implementation of testing process and procedures. Plan and conduct the analysis, inspection, design, test, and/or integration of systems to assure the quality of products or components. Develops new approaches to solve problems identified during quality assurance activities. Communicates significant issues or developments identified and provides recommended process improvements to management. Prepares and presents technical and program information to team members and management. Identify statistically based sampling plans and training for Inspection. Support new product development and validations for new and existing products, processes and equipment. Completes internal quality system audits. Collection and reporting of metrics

and data as required. Facilitate the execution of Risk Management activities. Performs other Quality System related duties as required. Gives and welcomes constructive feedback; contributes to building a positive team spirit. Treats others with respect; works with integrity and ethically; upholds organizational values.

Education Requirements

- Bachelor's Degree

Experience Requirements

- Ten years direct experience

PROGRAM MANAGER

Major Responsibilities

Manage and maintain the accuracy and integrity computer-based information and business systems. Create and implement updates and process improvements to these systems as necessary. Improve employees' ease of use and productivity with the IT systems. Supervise the IT Department Staff and contractors/consultants. Participate as a member of the IT team responsible for the ongoing optimization and updating of IT Systems like Association Management System (AMS), Learning Management System (LMS), Financial Management System (FMS), Content Management System (CMS), and related software systems. Assist with the management of website and Social Media presence and strategic plans. Collaboratively work with all levels of employees, managers and support personnel to achieve the delivery of high quality services and publications. Manage the hardware purchases and resource utilization for as well as work with Business department to keep accurate account of IT assets and their disposal for accounting purposes. Maintain currency with IT industry trends & tools, software programs and best practices.

Education Requirements

- Bachelor's Degree

Experience Requirements

- Ten years direct experience

PROGRAM MANAGER I

Major Responsibilities

Accountable for all aspects of program performance. Directs the performance of a variety of related projects, which may be organized by technology, program or client. Oversees the technology development and/or application, marketing, and resource allocation within program client base. Collaboratively works with all levels of employees, managers and support personnel to achieve the delivery of high quality services and publications. Program areas typically represent more than three functional areas that may include engineering, systems analysis, quality control, administration, etc. Typically reports to a senior manager or corporate officer.

Education Requirements

- Bachelor's Degree

Experience Requirements

- 1 years experience, 5 years experience if less than Bachelor' s Degree

PROGRAM MANAGER II

Major Responsibilities

Accountable for all aspects of program performance. Directs the performance of a variety of related projects, which may be organized by technology, program or client. Oversees the technology development and/or application, marketing, and resource allocation within program client base. Collaboratively works with all levels of employees, managers and support personnel to achieve the delivery of high quality services and publications. Program areas typically represent more than three functional areas that may include engineering, systems analysis, quality control, administration, etc. Typically reports to a senior manager or corporate officer.

Education Requirements

- Bachelor's Degree

Experience Requirements

- 3 years experience, 7 years experience if less than Bachelor' s Degree

PROGRAM MANAGER III

Major Responsibilities

Accountable for all aspects of program performance. Directs the performance of a variety of related projects, which may be organized by technology, program or client. Oversees the technology development and/or application, marketing, and resource allocation within program client base. Collaboratively works with all levels of employees, managers and support personnel to achieve the delivery of high quality services and publications. Program areas typically represent more than three functional areas that may include engineering, systems analysis, quality control, administration, etc. Typically reports to a senior manager or corporate officer.

Education Requirements

- Bachelor's Degree

Experience Requirements

- 5 years experience, 9 years experience if less than Bachelor's Degree

PROGRAM MANAGER IV

Major Responsibilities

Accountable for all aspects of program performance. Directs the performance of a variety of related projects, which may be organized by technology, program or client. Oversees the technology development and/or application, marketing, and resource allocation within program client base. Collaboratively works with all levels of employees, managers and support personnel to achieve the delivery of high quality services and publications. Program areas typically represent more than three functional areas that may include engineering, systems analysis, quality control, administration, etc. Typically reports to a senior manager or corporate officer.

Education Requirements

- Bachelor's Degree

Experience Requirements

- 7 years experience, 11 years experience if less than Bachelor's Degree

PROGRAMMER

Major Responsibilities

Responsible for design, coding, testing, debugging, documentation, delivery and support of Web Applications. Analyzes, evaluates and documents user requests for new and modified systems and programs. Provides architecture direction and establishment of system development protocols. Manages the efficient and effective applications and tools consistent with established specifications and business requirements. Collaborate with other Technical Leads and subject matter experts in the technical assessment of new designs and development work. Provides technical support for user issues; troubleshoots problems and takes corrective action on a timely, effective basis. Ability to adapt quickly to fast-paced changing environment and priorities. Motivation to take ownership of tasks and the determination to drive them to completion.

Education Requirements

- Bachelor's Degree

Experience Requirements

- Ten years direct experience

PROGRAMMER III

Major Responsibilities

Senior Programmer will work both independently, and in a team with other programmers with a focus on writing code, developing applications, leveraging multiple tools, languages, processes, and technologies. Work to ensure that the technical solutions meet the business needs, and are developed and implemented with high quality following agreed upon standards. Have a passion for learning and be able to adapt to changing tasks quickly. Responsible for design, coding, testing, debugging, documentation, delivery and support of both Web Applications. Analyzes, evaluates and documents user requests for new and modified systems and programs. Provides architecture direction and establishment of system development protocols. Manage the efficient and effective applications and tools consistent with established specifications and business requirements. Collaborate with other Technical Leads and subject matter

experts in the technical assessment of new designs and development work. Provides technical support for user issues; troubleshoots problems and takes corrective action on a timely, effective basis. Ability to adapt quickly to fast-paced changing environment and priorities. Motivation to take ownership of tasks and the determination to drive them to completion.

Education Requirements

- Bachelor's Degree

Experience Requirements

- Ten years direct experience

PROGRAMMER/ANALYST I

Major Responsibilities

Analyzes system requirements and design specifications. Develops block diagrams, logic flow charts, and coding structures. Translates detailed design into computer program-coded instructions; tests, debugs, and refines the computer program to produce the product required by the written specifications. Knowledge of advanced programming languages, including development of detailed program specifications and coding, testing, and documentation of complex programs conforming to all applicable standards. Develops design documents and program specifications. Assists technical and user personnel in identifying problems and devising feasible solutions for acquiring, organizing, and processing data. Performs needs assessments and requirements analyses, and develops system and subsystem functional specifications. Participates in all development activities, including program and system testing. Documents procedures used throughout the program to allow the program to be run as a part of a system. Makes appropriate changes as required. Performs logical and physical systems design and reviews and prepares system documents and specifications. Prepares reports, studies, and documentation.

Education Requirements

- Bachelor's Degree

Experience Requirements

- 1 years experience, 5 years experience if less than Bachelor's Degree

PROGRAMMER/ANALYST II

Major Responsibilities

Analyzes system requirements and design specifications. Develops block diagrams, logic flow charts, and coding structures. Translates detailed design into computer program-coded instructions; tests, debugs, and refines the computer program to produce the product required by the written specifications. Knowledge of advanced programming languages, including development of detailed program specifications and coding, testing, and documentation of complex programs conforming to all applicable standards. Develops design documents and program specifications. Assists technical and user personnel in identifying problems and devising feasible solutions for acquiring, organizing, and processing data. Performs needs assessments and requirements analyses, and develops system and subsystem functional specifications. Participates in all development activities, including program and system testing. Documents procedures used throughout the program to allow the program to be run as a part of a system. Makes appropriate changes as required. Performs logical and physical systems design and reviews and prepares system documents and specifications. Prepares reports, studies, and documentation.

Education Requirements

- Bachelor's Degree

Experience Requirements

- 3 years experience, 7 years experience if less than Bachelor's Degree

PROGRAMMER/ANALYST III

Major Responsibilities

Analyzes system requirements and design specifications. Develops block diagrams, logic flow charts, and coding structures. Translates detailed design into computer program-coded instructions; tests, debugs, and refines the computer program to produce the product required by the written specifications. Knowledge of advanced programming languages, including development of detailed program specifications and coding, testing, and documentation of complex programs conforming to all applicable standards. Develops design documents and program specifications. Assists technical and user personnel in identifying problems

and devising feasible solutions for acquiring, organizing, and processing data. Performs needs assessments and requirements analyses, and develops system and subsystem functional specifications. Participates in all development activities, including program and system testing. Documents procedures used throughout the program to allow the program to be run as a part of a system. Makes appropriate changes as required. Performs logical and physical systems design and reviews and prepares system documents and specifications. Prepares reports, studies, and documentation.

Education Requirements

- Bachelor's Degree

Experience Requirements

- 5 years experience, 9 years experience if less than Bachelor's Degree

PROGRAMMER/ANALYST IV

Major Responsibilities

Analyzes system requirements and design specifications. Develops block diagrams, logic flow charts, and coding structures. Translates detailed design into computer program-coded instructions; tests, debugs, and refines the computer program to produce the product required by the written specifications. Knowledge of advanced programming languages, including development of detailed program specifications and coding, testing, and documentation of complex programs conforming to all applicable standards. Develops design documents and program specifications. Assists technical and user personnel in identifying problems and devising feasible solutions for acquiring, organizing, and processing data. Performs needs assessments and requirements analyses, and develops system and subsystem functional specifications. Participates in all development activities, including program and system testing. Documents procedures used throughout the program to allow the program to be run as a part of a system. Makes appropriate changes as required. Performs logical and physical systems design and reviews and prepares system documents and specifications. Prepares reports, studies, and documentation.

Education Requirements

- Bachelor's Degree

Experience Requirements

- 7 years experience, 11 years experience if less than Bachelor's Degree

PROJECT EXECUTIVE

Major Responsibilities

Demonstrate proven experience managing technical projects and leading software development teams as well as a thorough understanding of the software development lifecycle. Be highly organized, able to see the big picture, possess a keen attention to detail, and have the patience to listen and understand but the conviction to speak up and explain your decisions. Run daily meetings with Development team(s) and schedule additional meetings as necessary. Lead weekly project meetings with Business Operations team and conduct working sessions as appropriate. Manage the project backlog, including grooming Features, Product Backlog Items, Tasks and Bugs. Work closely with Business Operations and/or Product Stakeholders to refine requirements. Assign tasks to the Development team with defined deliverables and deadlines. Prioritize tasks within your projects. Identify dependencies between your projects and other projects across multiple teams. Clear roadblocks allow the Development team to run as efficiently as possible. Apply sound software engineering processes, including iterative development, unit testing, source code control, inspections and reviews. Adhere to the goal of delivering and maintaining the highest quality of software. Learn our business model and understand existing enterprise applications.

Education Requirements

- Bachelor's Degree

Experience Requirements

- Ten years direct experience

PROJECT MANAGER

Major Responsibilities

Acts as manager and overall point of contact for a specific project within an overall enterprise-wide solution program. Directs project-specific staff and reviews work products for completeness and adherence to customer requirements. Provides communication to management to review project plans, status reports,

and deliverables. Develops overall project milestones and monitors the execution of the project against planned timelines.

Education Requirements

- Bachelor's degree in Engineering (Computer, Software, Systems, Electrical, or Industrial), Physics, Mathematics, Computer Science, Information Security, Network Security, Engineering Management or Business

Experience Requirements

- 10 years of direct work experience with Information Assurance, Information Technology, communications, computer or other Health IT related electronic systems

PROJECT MANAGER I

Major Responsibilities

Acts as manager and overall point of contact for a specific project within an overall enterprise-wide IT solution program. Directs project-specific IT staff and reviews work products for completeness and adherence to customer requirements. Provides communication to management to review project plans, status reports, and deliverables. Develops overall project milestones and monitors the execution of the project against planned timelines.

Education Requirements

- Bachelor's Degree

Experience Requirements

- 1 years experience, 5 years experience if less than Bachelor's Degree

PROJECT MANAGER II

Major Responsibilities

Acts as manager and overall point of contact for a specific project within an overall enterprise-wide IT solution program. Directs project-specific IT staff and reviews work products for completeness and adherence to customer requirements. Provides communication to management to review project plans, status reports, and deliverables. Develops overall project milestones and monitors the execution of the project against planned timelines.

Education Requirements

- Bachelor's Degree

Experience Requirements

- 3 years experience, 7 years experience if less than Bachelor's Degree

PROJECT MANAGER III

Major Responsibilities

Acts as manager and overall point of contact for a specific project within an overall enterprise-wide IT solution program. Directs project-specific IT staff and reviews work products for completeness and adherence to customer requirements. Provides communication to management to review project plans, status reports, and deliverables. Develops overall project milestones and monitors the execution of the project against planned timelines.

Education Requirements

- Bachelor's Degree

Experience Requirements

- 5 years experience, 9 years experience if less than Bachelor's Degree

PROJECT MANAGER IV

Major Responsibilities

Acts as manager and overall point of contact for a specific project within an overall enterprise-wide IT solution program. Directs project-specific IT staff and reviews work products for completeness and adherence to customer requirements. Provides communication to management to review project plans, status reports, and deliverables. Develops overall project milestones and monitors the execution of the project against planned timelines.

Education Requirements

- Bachelor's Degree

Experience Requirements

- 7 years experience, 11 years experience if less than Bachelor's Degree

QUALITY ASSURANCE SPECIALIST I

Major Responsibilities

Assures the level of quality throughout the software development life cycle customer and agency standards. Establishes and monitors a process for evaluating software and associated documentation. Assists in developing Quality Assurance Plans. Conducts formal and informal reviews at pre-determined stages throughout the development life cycle. Participates in software reviews and testing. Initiates corrective action for procedural or process deficiencies. Specialized experience includes: Configuration Management, software testing and integration, software metrics and their application to software quality assessment.

Education Requirements

- Bachelor's Degree

Experience Requirements

- 1 years experience, 5 years experience if less than Bachelor's Degree

QUALITY ASSURANCE SPECIALIST II

Major Responsibilities

Assures the level of quality throughout the software development life cycle customer and agency standards. Establishes and monitors a process for evaluating software and associated documentation. Assists in developing Quality Assurance Plans. Conducts formal and informal reviews at pre-determined stages throughout the development life cycle. Participates in software reviews and testing. Initiates corrective action for procedural or process deficiencies. Specialized experience includes: Configuration Management, software testing and integration, software metrics and their application to software quality assessment.

Education Requirements

- Bachelor's Degree

Experience Requirements

- 3 years experience, 7 years experience if less than Bachelor's Degree

QUALITY ASSURANCE SPECIALIST III

Major Responsibilities

Assures the level of quality throughout the software development life cycle customer and agency standards. Establishes and monitors a process for evaluating software and associated documentation. Assists in developing Quality Assurance Plans. Conducts formal and informal reviews at pre-determined stages throughout the development life cycle. Participates in software reviews and testing. Initiates corrective action for procedural or process deficiencies. Specialized experience includes: Configuration Management, software testing and integration, software metrics and their application to software quality assessment.

Education Requirements

- Bachelor's Degree

Experience Requirements

- 5 years experience, 9 years experience if less than Bachelor's Degree

QUALITY ASSURANCE SPECIALIST IV

Major Responsibilities

Assures the level of quality throughout the software development life cycle customer and agency standards. Establishes and monitors a process for evaluating software and associated documentation. Assists in developing Quality Assurance Plans. Conducts formal and informal reviews at pre-determined stages throughout the development life cycle. Participates in software reviews and testing. Initiates corrective action for procedural or process deficiencies. Specialized experience includes: Configuration Management, software testing and integration, software metrics and their application to software quality assessment.

Education Requirements

- Bachelor's Degree

Experience Requirements

- 7 years experience, 11 years experience if less than Bachelor's Degree

QUALITY ASSURANCE SPECIALIST

Major Responsibilities

Under the general direction of the Quality Assurance Manager, in a computer-based environment, the incumbent is responsible for managing independently a variety of quality or security testing events. Be able to select appropriate testing methodologies, organize and direct the testing process, and analyze findings and prepare the final testing report. Serve as a liaison between testing and other branches like development and operations. Manage the Quality Assurance testing process and procedures. Essential Functions:

1. Leads, conducts or participates in a variety of testing events.
2. Presents findings and resolves testing process in an efficient and professional manner.
3. Develop and maintain professional customer relationships and communicates information accurately, clearly and completely.
4. Must be a self-starter and able to work independently with minimal direction.
5. Other duties as assigned or as situation dictates.

Education Requirements

- Bachelor's Degree

Experience Requirements

- Ten years direct experience

SECURITY ANALYST

Major Responsibilities

Design, support, own, and enforce all technology security within the IT enterprise environment; Train team members on proper security practices for server equipment, networks, accounts, and clients. Serve as an escalation point for complex security problems, then investigate, diagnose, and resolve incidents and requests in a timely manner; monitor and report on the security of on premises and hosted solutions. Lead Security Problem Management and raise visibility for issues that impact the organization or have a high likelihood of reoccurring; responsible for compiling data and performing analysis to identify trends; leverage data to drive change in the environment. Drive PCI DSS compliance program and carry out quarterly and yearly audits; protect PII within our environment. Partner with Systems Administrator and Development Manager to devise and carry out security policies, including patching, operational procedures, and application engineering. Carry out all user and folder Security Administration, including onboarding, off boarding, and updates. Support Systems Administration, including deployment and configuration of network, server, and client equipment when needed. Create/update process and procedural documentation for both new and existing technologies in the Service Desk Knowledge Base Evangelize security within cross-functional teams and Service Owners within IT, Legal, Finance, and HR. Conduct training for all members of IT and serve as a backup for operational support. Participate in on-call rotation during nights and weekends, shared between other members of the team.

Education Requirements

- Bachelor's Degree

Experience Requirements

- Ten years direct experience

SECURITY ENGINEER

Major Responsibilities

Recommend, install, manage and report on customer facing IT security solutions including, but not limited to, Anti-Virus, Anti-Malware, DNS Filtering, SIEM Monitoring, DLP, Patch Management, and Encryption. Perform security and vulnerability assessments for customer environments. Respond to, and remediate, security alerts generated from monitoring systems in a timely manner. Recommend, manage, and perform security awareness training for customers. Maintain awareness and knowledge of industry regulations such as DISA and NIST standards, ensuring security solutions meet or exceed regulatory requirements. Develop, review, and recommend security policies, standards, and procedures. Assist in maintaining the design and integrity of customer systems. Occasionally serve as escalation point for customer support requests. Possess and maintain knowledge of network and server environments including (but not limited to) Server Operating Systems, Virtualization Technology, E-Mail platforms, Cloud Services, Networking and Security. Perform administrative duties including, but not limited to, logging hours, maintaining customer

documentation, and using company-approved data entry system. Exercise independent judgment in the interest of the company as a substantial part of the work day.

Education Requirements

- Bachelor's Degree

Experience Requirements

- Ten years direct experience

SECURITY ENGINEER I

Major Responsibilities

Recommend, install, manage and report on customer facing IT security solutions including, but not limited to, Anti-Virus, Anti-Malware, DNS Filtering, SIEM Monitoring, DLP, Patch Management, and Encryption. Perform security and vulnerability assessments for customer environments. Respond to, and remediate, security alerts generated from monitoring systems in a timely manner. Recommend, manage, and perform security awareness training for customers. Maintain awareness and knowledge of industry regulations such as DISA and NIST standards, ensuring security solutions meet or exceed regulatory requirements. Develop, review, and recommend security policies, standards, and procedures. Assist in maintaining the design and integrity of customer systems. Occasionally serve as escalation point for customer support requests. Possess and maintain knowledge of network and server environments including (but not limited to) Server Operating Systems, Virtualization Technology, E-Mail platforms, Cloud Services, Networking and Security. Perform administrative duties including, but not limited to, logging hours, maintaining customer documentation, and using company-approved data entry system. Exercise independent judgment in the interest of the company as a substantial part of the work day.

Education Requirements

- Bachelor's Degree

Experience Requirements

- 1 years experience, 5 years experience if less than Bachelor' s Degree

SECURITY ENGINEER II

Major Responsibilities

Recommend, install, manage and report on customer facing IT security solutions including, but not limited to, Anti-Virus, Anti-Malware, DNS Filtering, SIEM Monitoring, DLP, Patch Management, and Encryption. Perform security and vulnerability assessments for customer environments. Respond to, and remediate, security alerts generated from monitoring systems in a timely manner. Recommend, manage, and perform security awareness training for customers. Maintain awareness and knowledge of industry regulations such as DISA and NIST standards, ensuring security solutions meet or exceed regulatory requirements. Develop, review, and recommend security policies, standards, and procedures. Assist in maintaining the design and integrity of customer systems. Occasionally serve as escalation point for customer support requests. Possess and maintain knowledge of network and server environments including (but not limited to) Server Operating Systems, Virtualization Technology, E-Mail platforms, Cloud Services, Networking and Security. Perform administrative duties including, but not limited to, logging hours, maintaining customer documentation, and using company-approved data entry system. Exercise independent judgment in the interest of the company as a substantial part of the work day.

Education Requirements

- Bachelor's Degree

Experience Requirements

- 3 years experience, 7 years experience if less than Bachelor' s Degree

SECURITY ENGINEER III

Major Responsibilities

Recommend, install, manage and report on customer facing IT security solutions including, but not limited to, Anti-Virus, Anti-Malware, DNS Filtering, SIEM Monitoring, DLP, Patch Management, and Encryption. Perform security and vulnerability assessments for customer environments. Respond to, and remediate, security alerts generated from monitoring systems in a timely manner. Recommend, manage, and perform security awareness training for customers. Maintain awareness and knowledge of industry regulations such as DISA and NIST standards, ensuring security solutions meet or exceed regulatory requirements. Develop,

review, and recommend security policies, standards, and procedures. Assist in maintaining the design and integrity of customer systems. Occasionally serve as escalation point for customer support requests. Possess and maintain knowledge of network and server environments including (but not limited to) Server Operating Systems, Virtualization Technology, E-Mail platforms, Cloud Services, Networking and Security. Perform administrative duties including, but not limited to, logging hours, maintaining customer documentation, and using company-approved data entry system. Exercise independent judgment in the interest of the company as a substantial part of the work day.

Education Requirements

- Bachelor's Degree

Experience Requirements

- 5 years experience, 9 years experience if less than Bachelor's Degree

SECURITY ENGINEER IV

Major Responsibilities

Recommend, install, manage and report on customer facing IT security solutions including, but not limited to, Anti-Virus, Anti-Malware, DNS Filtering, SIEM Monitoring, DLP, Patch Management, and Encryption. Perform security and vulnerability assessments for customer environments. Respond to, and remediate, security alerts generated from monitoring systems in a timely manner. Recommend, manage, and perform security awareness training for customers. Maintain awareness and knowledge of industry regulations such as DISA and NIST standards, ensuring security solutions meet or exceed regulatory requirements. Develop, review, and recommend security policies, standards, and procedures. Assist in maintaining the design and integrity of customer systems. Occasionally serve as escalation point for customer support requests. Possess and maintain knowledge of network and server environments including (but not limited to) Server Operating Systems, Virtualization Technology, E-Mail platforms, Cloud Services, Networking and Security. Perform administrative duties including, but not limited to, logging hours, maintaining customer documentation, and using company-approved data entry system. Exercise independent judgment in the interest of the company as a substantial part of the work day.

Education Requirements

- Bachelor's Degree

Experience Requirements

- 7 years experience, 11 years experience if less than Bachelor's Degree

SECURITY SPECIALIST I

Major Responsibilities

Maintains security environment in accordance with government agency security orders and procedures. Supervises other security personnel, and/or coordinates support to the customer in relation to a major secure facility or program requiring a combination of security disciplines to include personnel, physical, technical, AIS, COMSEC, OPSEC, etc. Maintains and distributes security-related documentation to appropriate government and contractor customers/employees. Provides training to customers and users when required. Prepares and presents security information, reports, and briefings for management and conferences. Provides security/vulnerability analysis, guidance, recommendations, and deficiency resolution and implementation. Manages the resolution of security vulnerabilities identified by site surveys and security readiness reviews. Communicates with a wide range of customers, management, technical employees on information and recommendations on current security issues and the future direction of security systems. Provides briefings and presentations to management and users regarding computer security issues. Organizes access to computer data files, evaluates data file use, and updates computer security files to keep them up to date.

Education Requirements

- Bachelor's Degree

Experience Requirements

- 1 years experience, 5 years experience if less than Bachelor's Degree

SECURITY SPECIALIST II

Major Responsibilities

Maintains security environment in accordance with government agency security orders and procedures. Supervises other security personnel, and/or coordinates support to the customer in relation to a major secure facility or program requiring a combination of security disciplines to include personnel, physical, technical, AIS, COMSEC, OPSEC, etc. Maintains and distributes security-related documentation to appropriate government and contractor customers/employees. Provides training to customers and users when required. Prepares and presents security information, reports, and briefings for management and conferences. Provides security/vulnerability analysis, guidance, recommendations, and deficiency resolution and implementation. Manages the resolution of security vulnerabilities identified by site surveys and security readiness reviews. Communicates with a wide range of customers, management, technical employees on information and recommendations on current security issues and the future direction of security systems. Provides briefings and presentations to management and users regarding computer security issues. Organizes access to computer data files, evaluates data file use, and updates computer security files to keep them up to date.

Education Requirements

- Bachelor's Degree

Experience Requirements

- 3 years experience, 7 years experience if less than Bachelor's Degree

SECURITY SPECIALIST III

Major Responsibilities

Maintains security environment in accordance with government agency security orders and procedures. Supervises other security personnel, and/or coordinates support to the customer in relation to a major secure facility or program requiring a combination of security disciplines to include personnel, physical, technical, AIS, COMSEC, OPSEC, etc. Maintains and distributes security-related documentation to appropriate government and contractor customers/employees. Provides training to customers and users when required. Prepares and presents security information, reports, and briefings for management and conferences. Provides security/vulnerability analysis, guidance, recommendations, and deficiency resolution and implementation. Manages the resolution of security vulnerabilities identified by site surveys and security readiness reviews. Communicates with a wide range of customers, management, technical employees on information and recommendations on current security issues and the future direction of security systems. Provides briefings and presentations to management and users regarding computer security issues. Organizes access to computer data files, evaluates data file use, and updates computer security files to keep them up to date.

Education Requirements

- Bachelor's Degree

Experience Requirements

- 5 years experience, 9 years experience if less than Bachelor's Degree

SECURITY SPECIALIST IV

Major Responsibilities

Maintains security environment in accordance with government agency security orders and procedures. Supervises other security personnel, and/or coordinates support to the customer in relation to a major secure facility or program requiring a combination of security disciplines to include personnel, physical, technical, AIS, COMSEC, OPSEC, etc. Maintains and distributes security-related documentation to appropriate government and contractor customers/employees. Provides training to customers and users when required. Prepares and presents security information, reports, and briefings for management and conferences. Provides security/vulnerability analysis, guidance, recommendations, and deficiency resolution and implementation. Manages the resolution of security vulnerabilities identified by site surveys and security readiness reviews. Communicates with a wide range of customers, management, technical employees on information and recommendations on current security issues and the future direction of security systems. Provides briefings and presentations to management and users regarding computer security issues. Organizes access to computer data files, evaluates data file use, and updates computer security files to keep them up to date.

Education Requirements

- Bachelor's Degree

Experience Requirements

- 7 years experience, 11 years experience if less than Bachelor's Degree

SENIOR CONSULTANT

Major Responsibilities

Provide functional and administrative leadership for an Off-Site IT Support team performing advanced configuration and installation of IT hardware and software in an enterprise IT environment. Collaborate closely with management and peer teams to promote consistent service delivery. Embrace standardization, documentation, customer service excellence and the continual improvement approach to IT. Exercise all workflows while maintaining state and institutional policies and alignment with organizational objectives. Plan, coordinate and manage projects and the daily operations of all remotely located clinics through analysis, integration, installation, and troubleshooting of wired and wireless computing devices.

Education Requirements

- Bachelor's Degree

Experience Requirements

- Ten years direct experience

SENIOR DATA MIGRATION SYSTEM ADMINISTRATOR

Major Responsibilities

Perform all routine DBA tasks, and any associated projects needing DBA assistance. On a daily basis, monitor the performance and operation of core business systems. Troubleshoot and resolve problems that may be reported by users or detected by system monitoring software. Key data warehouse go-to person: evaluate, enhancing, aligning, and addressing all company data needs for analytics related. Monitor the well-being of all ancillary systems interfaces and troubleshoot and resolve any problems reported or identified. Maintain documentation for all system interfaces. Participate in the annual technical upgrade process associated with all core business systems. Assist in testing and creating the computing environments for these upgrades. As required, assist business system super users relative to functional use of core systems when issues are encountered. Coordinate with the IT infrastructure and Help Desk group with respect to desktop client changes required by each of the business systems. Willing to work off-hours as needed. Participate in other IT projects or activities as needed.

Education Requirements

- Bachelor's Degree

Experience Requirements

- Ten years direct experience

SENIOR DATABASE ADMINISTRATOR

Major Responsibilities

Perform all routine DBA tasks, and assist with any associated projects needing DBA assistance. On a daily basis, monitor the performance and operation of core business systems. Troubleshoot and resolve problems that may be reported by users or detected by system monitoring software. Key data warehouse go-to person: evaluate, enhancing, aligning, and addressing all company data needs for BI analytics related. Monitor the well-being of all ancillary systems interfaces and troubleshoot and resolve any problems reported or identified. Maintain documentation for all system interfaces. Participate in the annual technical upgrade process associated with all core business systems. Assist in testing and creating the computing environments for these upgrades. As required, assist business system super users relative to functional use of core systems when issues are encountered. Coordinate with the IT infrastructure and Help Desk group with respect to desktop client changes required by each of the business systems. Willing to work off-hours as needed. Participate in other IT projects or activities as needed.

Education Requirements

- Bachelor's Degree

Experience Requirements

- Ten years direct experience

SENIOR DATABASE MANAGEMENT SPECIALIST

Major Responsibilities

Perform all routine DBA tasks, and any associated projects needing DBA assistance. On a daily basis, monitor the performance and operation of core business systems. Troubleshoot and resolve problems that may be reported by users or detected by system monitoring software. Monitor the well-being of all ancillary systems interfaces and troubleshoot and resolve any problems reported or identified. Maintain documentation for all system interfaces. Participate in the annual technical upgrade process associated with all core business systems. Assist in testing and creating the computing environments for these upgrades. As required, assist business system super users relative to functional use of core systems when issues are encountered. Coordinate with the IT infrastructure and Help Desk group with respect to desktop client changes required by each of the business systems. Willing to work off-hours as needed. Participate in other IT projects or activities as needed.

Education Requirements

- Bachelor's Degree

Experience Requirements

- Ten years direct experience

SENIOR I/T SPECIALIST

Major Responsibilities

Assist with everyday IT technical needs. Provide day-to-day- network operations support, network implementation services, and respond to server / network alarms. Triaging server / network component failures. Provide Tier 2/3 support. Work with engineers and solutions architects to make recommendations for the implementation of appropriate technologies including but not limited to Windows Active. Directory, virtualization, storage, security and disaster recovery solutions, LAN and WAN infrastructure. Implement projects assigned to the position including advanced networking, WAN and LAN infrastructure, Windows Server, virtualization and storage and disaster recovery solutions. Perform audits and assessments of clients' existing and proposed infrastructures. Manage and implement assigned projects per specified scope of work. Handle service calls, perform incident-specific activities and log case history.

Education Requirements

- Bachelor's Degree

Experience Requirements

- Ten years direct experience

SENIOR IT ARCHITECT MASTER

Major Responsibilities

The Senior IT Architect Master will be required to provide project management experience and ensure that the delivered solution matches business requirements. Will diagnose, resolve, and document IT Enterprise problems in a timely and accurate fashion, while ensuring minimal downtime, and respond IT related issues and emergencies as required. The Senior IT Architect Master will also be required to be on-call after hours, weekends and holidays on a rotating schedule with other team members. Will be required to work with and mentor other IT team members, provide managers with status reports, and provide end user assistance, training, and support as required. Essential Duties Will Include: Identify, design, and implement network and security devices, including, but not limited to routers, switches, firewalls, VPN, IPS. Identify, design, and implement standards, configurations, settings, installation sequences, and back-out instructions based on industry best practices. Identify, design, and implement information technologies and methodologies to meet current and future needs of the enterprise environment, including, core, distribution, and access layers. Identify and make improvements to the existing network environment by analyzing system performance and optimizing existing strategies and technologies based on workloads. Act as a senior level escalation to diagnose and resolve problems with enterprise systems (software and hardware), determine the source of problem, and work to resolve problems according to their priority and nature. Respond to security events both independently and as part of an Incident Management Team. Analyze and make recommendations for hardware and software standardization. Participate in hardware and software reviews and recommend purchases. Other duties as assigned.

Education Requirements

- Bachelor's Degree

Experience Requirements

- Ten years direct experience

SENIOR IT ARCHITECT/SYSTEMS ENGINEER

Major Responsibilities

Identify, design, and implement network and security devices, including, but not limited to routers, switches, firewalls, VPN, IPS. Identify, design, and implement standards, configurations, settings, installation sequences, and back-out instructions based on industry best practices. Identify, design, and implement network technologies and methodologies to meet the future needs of the enterprise, including, core, distribution, and access layers. Identify and make improvements to the existing network environment by analyzing system performance and optimizing existing strategies and technologies based on workloads, and by implementing leading edge features or methodologies. Act as a senior level escalation to diagnose and resolve problems with network software and hardware; determine the source of problems and classify their level, priority and nature. Respond to security events both independently and as part of an Incident Management Team. Perform advanced troubleshooting. Participate in hardware and software reviews and recommend purchases. Analyze and make recommendations for hardware and software standardization. Provide rotational 24/7 after-hours support as needed. Other duties as assigned.

Education Requirements

- Bachelor's Degree

Experience Requirements

- Ten years direct experience

SENIOR LEVEL CONSULTANT/MGMT LEAD

Major Responsibilities

Lead large, complex projects to achieve key business objectives; Manage status and communications including timely, audience-appropriate, project status reports.; Direct cross functional and/or cross-segment teams; Develop and manage project plans to achieve objectives; Solve unique and complex technical problems with broad impact on the business; Translate highly complex concepts in ways that can be understood by a variety of audiences ; Influence senior leadership to adopt new ideas, products, and/or approaches; Mentor and train less experienced project managers.

Education Requirements

- Bachelor's Degree

Experience Requirements

- Ten years direct experience

SENIOR NETWORKING SYSTEMS PROGRAMMER

Major Responsibilities

Deploy, maintain, and recycle networking hardware. Manage technical issues by providing technical troubleshooting for business stakeholders. Promote and advance the stability (Uptime, security, of the under-cloud and deployment velocity for our cloud and business stakeholders. Take an active role in the governance of our high availability infrastructure (Active/Active, Contingency, and DR) by researching and recommending innovative, automated approaches for under-cloud tasks. Provide mentorship for junior staff and collaborate with all, on best practices, automation, and change control processes. Work with leadership to find new and innovating ways to improve communication processes for change and maintenance cycles, project status updates and root cause analysis and resolution.

Education Requirements

- Bachelor's Degree

Experience Requirements

- Ten years direct experience

SENIOR PROGRAM MANAGER

Major Responsibilities

Accountable for all aspects of program performance. Directs the performance of a variety of related projects, which may be organized by technology, program or client. Oversees the technology development and/or application, marketing, and resource allocation within program client base. Program areas typically

represent more than three functional areas that may include engineering, systems analysis, quality control, administration, etc. Typically reports to a senior manager or corporate officer.

Education Requirements

- Advanced degree in a relevant discipline

Experience Requirements

- Fifteen years direct experience

SENIOR PROGRAM OFFICE SUPPORT SPECIALIST

Major Responsibilities

Manage user physical and logical security (including adds/deletes/changes & audits) for variety of systems including, but not limited to, Keycards, Active Directory, PBX, FAXCOM, AVITrack, and other ENGIE Insight developed applications. Utilize specialized technical skill set to provide hardware, software and network consultation and support onsite and over the phone for internal and external clients. Respond to client requests in a timely fashion. Independently investigate, research, resolve and document end user problems. Provide routine maintenance and troubleshooting of business equipment including, but not limited to, computers, laptops, monitors, desktop phones, projectors, web cams, printers, copiers, and optical scanners by responding to telephone calls, emails, tickets, and other technical support requests. Perform lifecycle replacements of various end user equipment. Maintain current expertise in operation and application of standard workstation hardware and software. Setup and maintain desktop backend services such as desktop/laptop deployment services, anti-virus/malware detection, remote laptop backup services, desktop configuration policies, and desktop patch management. Provide recommendations to management for improvements regarding desktop and application management. Assist senior-level team members in various infrastructure projects. Performs other work related duties as assigned.

Education Requirements

- Bachelor's Degree

Experience Requirements

- Ten years direct experience

SENIOR PROGRAMMER/ ANALYST

Major Responsibilities

Develop, design and manage web content, customizations, forms, and custom work flow in SharePoint and Microsoft-based technologies (.NET, SQL Server) and code in C#. Create collaborative portals, user groups, and sites between the various departments within the organization. Develop SharePoint ribbon, custom lists, sites, subsites, and document libraries (understanding of taxonomy and SharePoint Best Practices is vital). Develop various automated forms, specialized Web Parts, and complex process work flows.

Education Requirements

- Bachelor's Degree

Experience Requirements

- Ten years direct experience

SENIOR PROJECT MANAGER

Major Responsibilities

Run daily meetings with Development team(s) and schedule additional meetings as necessary. Lead weekly project meetings with Business Operations team and conduct demos as appropriate. Manage the project backlog, including grooming Features, Product Backlog Items, Tasks and Bugs. Work closely with Business Operations and/or Product Stakeholders to refine requirements. Assign tasks to the Development team with defined deliverables and deadlines. Prioritize tasks within your projects. Identify dependencies between your projects and other projects across multiple teams. Clear roadblocks to allow the Development team to run as efficiently as possible. Apply sound software engineering processes, including iterative development, unit testing, source code control, inspections and reviews. Adhere to the goal of delivering and maintaining the highest quality of software. Learn our business model and understand existing enterprise applications.

Education Requirements

- Bachelor's Degree

Experience Requirements

- Ten years direct experience

SENIOR SYSTEMS ENGINEER

Major Responsibilities

Collaborates effectively with Department Heads and/or their assignees, vendors and other staff to research, cost, plan, and manage projects. Communicate orally and written to technical and non-technical groups; makes informative project presentations at organizational meetings and before large groups made up of Board members, department heads, County staff and citizens. Promotes teamwork and alignment of the team to meet Departmental and County goals and objectives. Manages multiple, concurrent, complicated IT projects to completion with minimal supervision. Develops project scope, objectives, benefits, risk analysis, plans, budgets, resource requirements, templates, procedures, contingency plans and other related documentation. Creates, maintains and updates system architecture diagrams and documentation. Manages vendors to ensure they are performing to their statement of work before they are authorized for payment, manages change requests and vendor invoices. Plans and coordinates the work of other employees in execution of duties as project manager. Establishes maintenance schedule to ensure server infrastructure is kept current on security, firmware, operating system updates and software patches during the predefined weekly maintenance window and as threats arise. Researches and recommends technology improvements in support of the business. Other duties as assigned.

Education Requirements

- Bachelor's Degree

Experience Requirements

- Ten years direct experience

SENIOR SYSTEMS PROGRAMMER/ANALYST

Major Responsibilities

Senior Programmer Analyst will have technical responsibility for the enhancement and support of applications systems. In this position the candidate will review, analyze, and modify programming systems to support business requirements. Analysis of business application system, technical design and applications programming skills are necessary to properly support business applications. Key Accountabilities Implementation and support of SAP GRC (Governance Risk & Compliance) Access Controls and Process Controls 10. Provide technical expertise to SAP GRC 10.0 implementation with an enterprise-wide scope. Design and deploy custom GRC reporting based on business requirements. Work directly with SAP and consultants to analyze and resolve technical issues. Assist the validation team with the creation of written validation procedures, plans and reports. Ongoing maintenance of the software configuration within the SAP GRC 10.0 applications. Review and deployment of service packs that are released by SAP for GRC 10.0. Working in conjunction with other support groups to address any database or performance issues for the SAP GRC Access Controls/Process Controls 10.0. Daily monitoring of jobs that are necessary for the GRC application(s) to run effectively and efficiently, for example nightly management risk analysis reporting. Generation of reports and rule set updates as required. Assist with technical deployment of SAP GRC Access Controls/Process Controls 10.0 for future rollouts. Provide GRC training/presentations; communicate complex GRC concepts in 'business language'. Responsible for interface support for GRC. Responsible for business role maintenance and import of both business and single roles into GRC.

Education Requirements

- Bachelor's Degree

Experience Requirements

- Ten years direct experience

SERVER DECOMMISSIONING SPECIALIST

Major Responsibilities

Implementation, and support services for Microsoft related technologies: Windows Server, O365, SharePoint, etc. Remote access solution implementation and support: VPN, Terminal Services, and Citrix. Serves as engineer escalation point for Technical Analysts and Engineer I. Develops process and procedures for decommissioning servers including the disconnecting from the network, removing any

licensed software, and updating the configuration database. Controls project plan by reviewing design, specifications, and plan and schedule changes; recommending actions. Design, implementation and configuration of a multi-site setups and configurations. Design, setup, and implementation of a SAN utilizing FC, SAS, and iSCSI. Assess and dissect existing complex systems, allowing for new components to be integrated in concert with, or in lieu of the current environment. Translate business requirements into technical design and able to deliver advanced technical drawings as a key component of that design. Support the following technologies: storage networking, Operating System, network security, server virtualization using system backup and restore, system and network monitoring, application installation and configuration. Create, request, and present technical specifications and requirements for purchasing of new servers and networking equipment. Standard system administration duties including server install, System/Application install and patch management, Windows problem determination and resolution, log analysis, etc. Provides technical support of infrastructure in person, using remote tools or via phone concerning systems operations. Configures servers or systems adhering to defined standards as required. Ensures all managed devices are deployed in strict compliance with software copyright laws and escalates or resolves issues when conflicts are identified. Engages vendors for product support as required. Responsible for hardware decommissioning and the documentation to ensure inventories are up to date. Responsible for Asset Management in area of responsibility and in accordance with processes/tools. System documentation and consulting services to include system reviews and recommendations. Ensures all documentation is current and posted.

Education Requirements

- Bachelor's Degree

Experience Requirements

- Ten years direct experience

SOFTWARE/APPLICATION DEVELOPER I

Major Responsibilities

Uses software development languages and tools to design, write, edit, maintain, debug, and test computer software. Analyzes, evaluates and documents user requests for new and modified systems and programs. Provides architecture direction and establishment of system development protocols. Manages the efficient and effective applications and tools consistent with established specifications and business requirements. Collaborates with other technical Leads and subject matter experts in the technical assessment of new designs and development work. Provides technical support for user issues. Troubleshoots problems and takes corrective action on a timely, effective basis. Adapts quickly to a fast-paced changing environment and priorities. Takes ownership of tasks and drives them to completion.

Education Requirements

- Bachelor's Degree

Experience Requirements

- 1 years experience, 5 years experience if less than Bachelor' s Degree

SOFTWARE/APPLICATION DEVELOPER II

Major Responsibilities

Uses software development languages and tools to design, write, edit, maintain, debug, and test computer software. Analyzes, evaluates and documents user requests for new and modified systems and programs. Provides architecture direction and establishment of system development protocols. Manages the efficient and effective applications and tools consistent with established specifications and business requirements. Collaborates with other technical Leads and subject matter experts in the technical assessment of new designs and development work. Provides technical support for user issues. Troubleshoots problems and takes corrective action on a timely, effective basis. Adapts quickly to a fast-paced changing environment and priorities. Takes ownership of tasks and drives them to completion.

Education Requirements

- Bachelor's Degree

Experience Requirements

- 3 years experience, 7 years experience if less than Bachelor' s Degree

SOFTWARE/APPLICATION DEVELOPER III

Major Responsibilities

Uses software development languages and tools to design, write, edit, maintain, debug, and test computer software. Analyzes, evaluates and documents user requests for new and modified systems and programs. Provides architecture direction and establishment of system development protocols. Manages the efficient and effective applications and tools consistent with established specifications and business requirements. Collaborates with other technical Leads and subject matter experts in the technical assessment of new designs and development work. Provides technical support for user issues. Troubleshoots problems and takes corrective action on a timely, effective basis. Adapts quickly to a fast-paced changing environment and priorities. Takes ownership of tasks and drives them to completion.

Education Requirements

- Bachelor's Degree

Experience Requirements

- 5 years experience, 9 years experience if less than Bachelor's Degree

SOFTWARE/APPLICATION DEVELOPER IV

Major Responsibilities

Uses software development languages and tools to design, write, edit, maintain, debug, and test computer software. Analyzes, evaluates and documents user requests for new and modified systems and programs. Provides architecture direction and establishment of system development protocols. Manages the efficient and effective applications and tools consistent with established specifications and business requirements. Collaborates with other technical Leads and subject matter experts in the technical assessment of new designs and development work. Provides technical support for user issues. Troubleshoots problems and takes corrective action on a timely, effective basis. Adapts quickly to a fast-paced changing environment and priorities. Takes ownership of tasks and drives them to completion.

Education Requirements

- Bachelor's Degree

Experience Requirements

- 7 years experience, 11 years experience if less than Bachelor's Degree

SOFTWARE/APPLICATION ENGINEER I

Major Responsibilities

Designs and develops software systems and applications. Oversees and works closely with other members of a development team, such as programmers. Acts as highest-level technical expert, addressing problems of systems integration, compatibility, and multiple platforms. Responsible for project completion. Defines all aspects of development including appropriate technology and workflow and coding standards. Collaborates with other professionals to determine functional and non-functional requirements for new software or applications, using tools and methodologies to create representations for functions and user interfaces of desired product. Leads a team of software development projects, and reports to upper management. Duties include, but are not limited to:

1. Facilitates planning, tracking and scheduling software deliverables.
2. Finds solutions to system issues as per requirements.
3. Resolves critical issues related to hardware and software interfaces.
4. Documents every aspect of a system or application; creates flowcharts and diagrams.
5. Communicates well through writing.

Education Requirements

- Bachelor's Degree

Experience Requirements

- 1 years experience, 5 years experience if less than Bachelor's Degree

SOFTWARE/APPLICATION ENGINEER II

Major Responsibilities

Designs and develops software systems and applications. Oversees and works closely with other members of a development team, such as programmers. Acts as highest-level technical expert, addressing problems of systems integration, compatibility, and multiple platforms. Responsible for project completion. Defines all

aspects of development including appropriate technology and workflow and coding standards. Collaborates with other professionals to determine functional and non-functional requirements for new software or applications, using tools and methodologies to create representations for functions and user interfaces of desired product. Leads a team of software development projects, and reports to upper management. Duties include, but are not limited to:

1. Facilitates planning, tracking and scheduling software deliverables.
2. Finds solutions to system issues as per requirements.
3. Resolves critical issues related to hardware and software interfaces.
4. Documents every aspect of a system or application; creates flowcharts and diagrams.
5. Communicates well through writing.

Education Requirements

- Bachelor's Degree

Experience Requirements

- 3 years experience, 7 years experience if less than Bachelor's Degree

SOFTWARE/APPLICATION ENGINEER III

Major Responsibilities

Designs and develops software systems and applications. Oversees and works closely with other members of a development team, such as programmers. Acts as highest-level technical expert, addressing problems of systems integration, compatibility, and multiple platforms. Responsible for project completion. Defines all aspects of development including appropriate technology and workflow and coding standards. Collaborates with other professionals to determine functional and non-functional requirements for new software or applications, using tools and methodologies to create representations for functions and user interfaces of desired product. Leads a team of software development projects, and reports to upper management. Duties include, but are not limited to:

1. Facilitates planning, tracking and scheduling software deliverables.
2. Finds solutions to system issues as per requirements.
3. Resolves critical issues related to hardware and software interfaces.
4. Documents every aspect of a system or application; creates flowcharts and diagrams.
5. Communicates well through writing.

Education Requirements

- Bachelor's Degree

Experience Requirements

- 5 years experience, 9 years experience if less than Bachelor's Degree

SOFTWARE/APPLICATION ENGINEER IV

Major Responsibilities

Designs and develops software systems and applications. Oversees and works closely with other members of a development team, such as programmers. Acts as highest-level technical expert, addressing problems of systems integration, compatibility, and multiple platforms. Responsible for project completion. Defines all aspects of development including appropriate technology and workflow and coding standards. Collaborates with other professionals to determine functional and non-functional requirements for new software or applications, using tools and methodologies to create representations for functions and user interfaces of desired product. Leads a team of software development projects, and reports to upper management. Duties include, but are not limited to:

1. Facilitates planning, tracking and scheduling software deliverables.
2. Finds solutions to system issues as per requirements.
3. Resolves critical issues related to hardware and software interfaces.
4. Documents every aspect of a system or application; creates flowcharts and diagrams.
5. Communicates well through writing.

Education Requirements

- Bachelor's Degree

Experience Requirements

- 7 years experience, 11 years experience if less than Bachelor's Degree

SOFTWARE/APPLICATION SPECIALIST I

Major Responsibilities

Provides technical expertise in the design and development of software and applications. Consults with clients to analyze and understand business functions to be automated. Documents system requirements and estimates cost and schedule. Translate detailed design into computer software/applications. Tests, debugs and refines computer software to produce the required products. Prepares required documentation, including both program-level and user-level documentation. May function as task or team leader.

Education Requirements

- Bachelor's Degree

Experience Requirements

- 1 years experience, 5 years experience if less than Bachelor' s Degree

SOFTWARE/APPLICATION SPECIALIST II

Major Responsibilities

Provides technical expertise in the design and development of software and applications. Consults with clients to analyze and understand business functions to be automated. Documents system requirements and estimates cost and schedule. Translate detailed design into computer software/applications. Tests, debugs and refines computer software to produce the required products. Prepares required documentation, including both program-level and user-level documentation. May function as task or team leader.

Education Requirements

- Bachelor's Degree

Experience Requirements

- 3 years experience, 7 years experience if less than Bachelor' s Degree

SOFTWARE/APPLICATION SPECIALIST III

Major Responsibilities

Provides technical expertise in the design and development of software and applications. Consults with clients to analyze and understand business functions to be automated. Documents system requirements and estimates cost and schedule. Translate detailed design into computer software/applications. Tests, debugs and refines computer software to produce the required products. Prepares required documentation, including both program-level and user-level documentation. May function as task or team leader.

Education Requirements

- Bachelor's Degree

Experience Requirements

- 5 years experience, 9 years experience if less than Bachelor' s Degree

SOFTWARE/APPLICATION SPECIALIST IV

Major Responsibilities

Provides technical expertise in the design and development of software and applications. Consults with clients to analyze and understand business functions to be automated. Documents system requirements and estimates cost and schedule. Translate detailed design into computer software/applications. Tests, debugs and refines computer software to produce the required products. Prepares required documentation, including both program-level and user-level documentation. May function as task or team leader.

Education Requirements

- Bachelor's Degree

Experience Requirements

- 7 years experience, 11 years experience if less than Bachelor' s Degree

SR. LINUX/AIX ARCH ADMIN

Major Responsibilities

Provide troubleshooting support, including on-call, problem resolution and operational maintenance of responsible systems. Provide operational support and maintain operational standards relating to responsible technologies. Perform operational task developed by Systems Engineers to support IT systems. Run reports and monitor systems. Standards and Stewardship Work: Provide guidance and develop standards relating to operating systems, systems and hardware or responsible technology for all

of Key Systems. Perform quality assurance check to ensure adherence to standards and quality services are met. Work with IT Finance and Procurement to facilitate purchase of standard equipment and services. Engineering Work: Responsible for research, design and implementation of systems relating to one or more specific technologies or protocols to include but not limited to: Server Operating Systems, Desktop Operating Systems, Virtualization, Directory Services, E-Mail, Disaster Recovery, Security, Storage Management, Print Management, Hardware Management, Mobile Device Management, Application Deployment, Applications, Network. Provide documentation and cross train team members on any responsible technologies. Projects Work: Provide advice and project representation to KFHPW application owners relating to operating systems, security, application deployment, ordering, equipment standards or any other responsible technology.

Education Requirements

- Bachelor's Degree

Experience Requirements

- Ten years direct experience

STORAGE ARCHITECT

Major Responsibilities

Find ways in which to improve our IT department's functions so they support our future goals. Provides detailed design plans of enterprise solutions which fits in line with corporate needs, department objectives, and goals. Provide business architecture and systems processing guidance including research, design and project management skills. In partnership with all facets of IT and the business, the enterprise architect helps research, design, plan, execute and support all enterprise wide systems and solutions including virtual environments, thin clients, server and storage ecosystems. Responsible for maintaining diagrams and documentation – ensuring such documentation is always up-to-date. Helps plan and design server room and offsite facility locations. Helps plan, conceptualize, and execute a path for data lifecycle management, data governance, and information security. Assists in the planning, design and execution of disaster recovery objectives. Attends training and conferences to increase skills and learn about upcoming technology. Other duties as assigned by IT Management.

Education Requirements

- Bachelor's Degree

Experience Requirements

- Ten years direct experience

STORAGE AREA NETWORK ADMINISTRATOR/ENGINEER

Major Responsibilities

Multifaceted position that allows for in-depth work developing and supporting a production IT enterprise environment. Interface with lines of business and diverse service providers to direct and influence future technology implementation. Direct the setup and configuration of a distributed virtual networking environment; Apply knowledge and direction consistent with NIST ICD 503 requirements; Design and maintain storage arrays; Provide tier 2/3 support to both dev, test, and production environments. Understand concepts of data archiving vs. backups. IBM Spectrum Protect.

Education Requirements

- Bachelor's Degree

Experience Requirements

- Ten years direct experience

SUBJECT MATTER EXPERT I

Major Responsibilities

Provide expert, independent services and leadership in specialized technical areas for problem definition, analysis, and requirements development and implementation for complex systems in the subject matter area. Provides recommendations and advice on system improvements, optimization, and maintenance. Must be thoroughly familiar with other technology/technical programs in the area of interest. Specialized experience includes superior functional knowledge of delivery order specific requirements, or developing functional requirements for complex integrated systems. Must demonstrate the ability to work independently

or under only general direction. Communicates effectively with management, clients, peers and implementation teams, and acts as a technical escalation point for project management.

Education Requirements

- Bachelor's Degree

Experience Requirements

- 1 years experience, 5 years experience if less than Bachelor' s Degree

SUBJECT MATTER EXPERT II

Major Responsibilities

Provide expert, independent services and leadership in specialized technical areas for problem definition, analysis, and requirements development and implementation for complex systems in the subject matter area. Provides recommendations and advice on system improvements, optimization, and maintenance. Must be thoroughly familiar with other technology/technical programs in the area of interest. Specialized experience includes superior functional knowledge of delivery order specific requirements, or developing functional requirements for complex integrated systems. Must demonstrate the ability to work independently or under only general direction. Communicates effectively with management, clients, peers and implementation teams, and acts as a technical escalation point for project management.

Education Requirements

- Bachelor's Degree

Experience Requirements

- 3 years experience, 7 years experience if less than Bachelor' s Degree

SUBJECT MATTER EXPERT III

Major Responsibilities

Provide expert, independent services and leadership in specialized technical areas for problem definition, analysis, and requirements development and implementation for complex systems in the subject matter area. Provides recommendations and advice on system improvements, optimization, and maintenance. Must be thoroughly familiar with other technology/technical programs in the area of interest. Specialized experience includes superior functional knowledge of delivery order specific requirements, or developing functional requirements for complex integrated systems. Must demonstrate the ability to work independently or under only general direction. Communicates effectively with management, clients, peers and implementation teams, and acts as a technical escalation point for project management.

Education Requirements

- Bachelor's Degree

Experience Requirements

- 5 years experience, 9 years experience if less than Bachelor' s Degree

SUBJECT MATTER EXPERT IV

Major Responsibilities

Provide expert, independent services and leadership in specialized technical areas for problem definition, analysis, and requirements development and implementation for complex systems in the subject matter area. Provides recommendations and advice on system improvements, optimization, and maintenance. Must be thoroughly familiar with other technology/technical programs in the area of interest. Specialized experience includes superior functional knowledge of delivery order specific requirements, or developing functional requirements for complex integrated systems. Must demonstrate the ability to work independently or under only general direction. Communicates effectively with management, clients, peers and implementation teams, and acts as a technical escalation point for project management.

Education Requirements

- Bachelor's Degree

Experience Requirements

- 7 years experience, 11 years experience if less than Bachelor' s Degree

SYSTEM ENGINEER IT ANALYST

Major Responsibilities

Analyze and resolve problems associated with x86-based server hardware & software. Install, configure and maintain server operating systems (Windows & Linux). Install, configure and maintain enterprise server virtualization systems. Install, configure and maintain enterprise storage systems. Install, configure and maintain enterprise data protection systems. Manage Enterprise Communications Systems (Email, Instant Messaging, Video Conferencing). Provide recommendations for hardware and software planning and budgeting related issues. Find and repair hardware defects. Work with business analysts and project managers to determine project requirements. Develop test plans and documentation. Design solutions and complete projects. Answer system and project-level questions from the Business. Become proficient at estimating projects based on knowledge of current architecture. Work in multidisciplinary teams on various projects. Learn about new technologies and make proposals to use them as appropriate.

Education Requirements

- Bachelor's Degree

Experience Requirements

- Ten years direct experience

SYSTEM INFRASTRUCTURE ARCHITECT

Major Responsibilities

Provide Architectural design and support for Infrastructure. Plan and administer all IT infrastructure and cloud computing programs that have broader scope and major impact on the functions. Design and implement the information systems that support the enterprise infrastructure of the organization. Work with vendors/consultants to ensure that the computer system platform provides sufficient computing resources to deliver the desired level of business performance. Ensure that systems are compliant with current with existing legislation, state, federal, CMS, and IRS policies and regulations. Implement the enterprise architecture and the development and maintenance of the organization's computing/IT environment. Configure and manage VPN installation and maintenance. Assist networking staff with desktop support. Participate in meetings regarding projects, hosting and data center services, product evaluations, and other activities.

Education Requirements

- Bachelor's Degree

Experience Requirements

- Ten years direct experience

SYSTEMS ADMINISTRATOR

Major Responsibilities

Perform installation, configuration, monitoring and maintaining of servers, databases, applications and backup and recovery of the systems; Assist with the installation, configuration and maintenance of servers, operating systems, software utilities, thin client environment, email & messaging environment, file server and applications installed on the servers to provide a reliable and secure computing environment; Provide excellent customer service to internal clients, employees, supervisors, customers and peers; Assist with installing, configuring and maintaining desktop PCs, network equipment and printers; Assist with the monitoring of the computer room environment; Responsible for adhering to good IT business practices such as Software Development; Life Cycle (SDLC), Change Management and Support Tickets; Assist the IT Director in defining architecture plans and user needs to select technology and products that will support the computing architecture; Assist with the software license management; Responsible for gathering and documenting requirements, designs, implementation plans, test plans, and System Development documentation; Responsible for defining and adhering to the preventative maintenance plans, system configuration standards, and other good system management practices.

Education Requirements

- Bachelor's Degree

Experience Requirements

- Ten years direct experience

SYSTEMS ADMINISTRATOR I

Major Responsibilities

Perform installation, configuration, monitoring and maintaining of servers, databases, applications and backup and recovery of the systems; Assist with the installation, configuration and maintenance of servers, operating systems, software utilities, thin client environment, email & messaging environment, file server and applications installed on the servers to provide a reliable and secure computing environment; Provide excellent customer service to internal clients, employees, supervisors, customers and peers; Assist with installing, configuring and maintaining desktop PCs, network equipment and printers; Assist with the monitoring of the computer room environment; Responsible for adhering to good IT business practices such as Software Development; Life Cycle (SDLC), Change Management and Support Tickets; Assist the IT Director in defining architecture plans and user needs to select technology and products that will support the computing architecture; Assist with the software license management; Responsible for gathering and documenting requirements, designs, implementation plans, test plans, and System Development documentation; Responsible for defining and adhering to the preventative maintenance plans, system configuration standards, and other good system management practices.

Education Requirements

- Bachelor's Degree

Experience Requirements

- 1 year experience, 5 years experience if less than Bachelor's Degree

SYSTEMS ADMINISTRATOR II

Major Responsibilities

Perform installation, configuration, monitoring and maintaining of servers, databases, applications and backup and recovery of the systems; Assist with the installation, configuration and maintenance of servers, operating systems, software utilities, thin client environment, email & messaging environment, file server and applications installed on the servers to provide a reliable and secure computing environment; Provide excellent customer service to internal clients, employees, supervisors, customers and peers; Assist with installing, configuring and maintaining desktop PCs, network equipment and printers; Assist with the monitoring of the computer room environment; Responsible for adhering to good IT business practices such as Software Development; Life Cycle (SDLC), Change Management and Support Tickets; Assist the IT Director in defining architecture plans and user needs to select technology and products that will support the computing architecture; Assist with the software license management; Responsible for gathering and documenting requirements, designs, implementation plans, test plans, and System Development documentation; Responsible for defining and adhering to the preventative maintenance plans, system configuration standards, and other good system management practices.

Education Requirements

- Bachelor's Degree

Experience Requirements

- 3 years experience, 7 years experience if less than Bachelor's Degree

SYSTEMS ADMINISTRATOR III

Major Responsibilities

Perform installation, configuration, monitoring and maintaining of servers, databases, applications and backup and recovery of the systems; Assist with the installation, configuration and maintenance of servers, operating systems, software utilities, thin client environment, email & messaging environment, file server and applications installed on the servers to provide a reliable and secure computing environment; Provide excellent customer service to internal clients, employees, supervisors, customers and peers; Assist with installing, configuring and maintaining desktop PCs, network equipment and printers; Assist with the monitoring of the computer room environment; Responsible for adhering to good IT business practices such as Software Development; Life Cycle (SDLC), Change Management and Support Tickets; Assist the IT Director in defining architecture plans and user needs to select technology and products that will support the computing architecture; Assist with the software license management; Responsible for gathering and documenting requirements, designs, implementation plans, test plans, and System Development documentation; Responsible for defining and adhering to the preventative maintenance plans, system configuration standards, and other good system management practices.

Education Requirements

- Bachelor's Degree

Experience Requirements

- 5 years experience, 9 years experience if less than Bachelor's Degree

SYSTEMS ADMINISTRATOR IV

Major Responsibilities

Perform installation, configuration, monitoring and maintaining of servers, databases, applications and backup and recovery of the systems; Assist with the installation, configuration and maintenance of servers, operating systems, software utilities, thin client environment, email & messaging environment, file server and applications installed on the servers to provide a reliable and secure computing environment; Provide excellent customer service to internal clients, employees, supervisors, customers and peers; Assist with installing, configuring and maintaining desktop PCs, network equipment and printers; Assist with the monitoring of the computer room environment; Responsible for adhering to good IT business practices such as Software Development; Life Cycle (SDLC), Change Management and Support Tickets; Assist the IT Director in defining architecture plans and user needs to select technology and products that will support the computing architecture; Assist with the software license management; Responsible for gathering and documenting requirements, designs, implementation plans, test plans, and System Development documentation; Responsible for defining and adhering to the preventative maintenance plans, system configuration standards, and other good system management practices.

Education Requirements

- Bachelor's Degree

Experience Requirements

- 7 years experience, 11 years experience if less than Bachelor's Degree

SYSTEMS ARCH/ENGINEER ESM – MASTER

Major Responsibilities

Lead the creation, evolution and execution of the program for business application solutions, processes and integrations. Evaluates and recommends technology standards. Collaborates with other architects in promoting standards based, resilient and cost effective solutions. Publishes architectures, technology blueprints and architecture assessments. Collaborates with project teams to align projects. Consults with business process teams to provide guidance on process integration solutions and standards. Assists with the development of guiding principles to guide architecture decision making and architectural governance. Provides in-depth technical expertise and decision making for both strategic and operational initiatives. Efficiently and effectively design and deploy technology solutions consistent with business goals, risk tolerance and architectural standards. Demonstrates thought leadership in technology. Leads future state application strategy and roadmap to support business vision and sustain competitive advantage. Assists with the governance of architectural principles and standards. Builds and maintains effective working relationships with both internal and external customers. Effectively influences and persuade different levels in the organization. Coordinates the use of external resources involved in the definition and management of architectural strategies, solutions and processes.

Education Requirements

- Bachelor's Degree

Experience Requirements

- Ten years direct experience

SYSTEMS ARCHITECT TIVOLI

Major Responsibilities

In-depth knowledge of Tivoli Workload Scheduler (TWS) and associated Tivoli suite of products, including related control and monitoring systems. Analyze complex application dependencies and pre-requisite relationships and establish a coherent architecture. Work actively with the applications developers to optimize Tivoli suite of products and their alignment to business requirements. Works with technical teams to plan, install, configure, upgrade, maintain, and troubleshoot Tivoli systems. Performs troubleshooting of system stalls, failed batch jobs, system errors, as needed to resume normal operations in accordance with specific guidelines and procedures and provide a root cause analysis. Completes special projects and duties assigned by management to improve batch operations and identify automation opportunities. Maintains direct knowledge of all system operations processes, procedures, and quality standards.

Education Requirements

- Bachelor's Degree

Experience Requirements

- Ten years direct experience

SYSTEMS ARCHITECT/ENGINEER GIS

Major Responsibilities

Perform data manipulation, model design, and development and integration tasks in a SQL Server or Oracle database environment. Assist in establishing best practices to be followed by data conversion/maintenance staff. Assist in documenting and developing client business application requirements. Create geoprocessing tasks using model builder. Extensive development of ESRI-based Python scripts. Manage and create ArcGIS services. Management of ESRI versions and versioning schemes. Installation of ArcSDE. Administration of ArcSDE users, roles and security models. Write application development and end user documentation as necessary. Participate in meetings with Technology Services and client staff to fully understand expected project outcomes. Work cooperatively with Project Managers and peers to complete assigned work. Proactively seek input and clarification from other employees assigned to given projects in order to minimize time spent in performing the essential duties of the position. Document and develop client business application requirements. Perform cartographic tasks to develop end user map products. Analyze, define, model, implement and maintain databases. Provide on-going support for GIS programs and functions requiring programming and analysis. Troubleshoot problems associated with existing GIS applications, tools and data. Apply sophisticated geospatial analysis techniques to data sets. Provide process oriented approach to project work. Perform special projects as assigned.

Education Requirements

- Bachelor's Degree

Experience Requirements

- Ten years direct experience

SYSTEMS ENGINEER I

Major Responsibilities

Collaborates effectively with customer, vendors and other staff to research, cost, plan, and manage projects. Communicates (orally and written) to technical and non-technical groups. Makes informative project presentations at organizational meetings and before large groups. Promotes teamwork and alignment of the team to meet goals and objectives. Manages multiple, concurrent, complicated IT projects to completion with minimal supervision. Develops project scope, objectives, benefits, risk analysis, plans, budgets, resource requirements, templates, procedures, contingency plans and other related documentation. Creates, maintains and updates system architecture diagrams and documentation. Manages vendors to ensure they are performing to their statement of work before they are authorized for payment. Manages change requests and vendor invoices. Plans and coordinates the work of other employees in execution of duties as project manager. Establishes maintenance schedule to ensure infrastructure is kept current on security, firmware, operating system updates, and software patches during the predefined weekly maintenance window, and as threats arise. Researches and recommends technology improvements in support of the business. Other duties as assigned.

Education Requirements

- Bachelor's Degree

Experience Requirements

- 1 year experience, 5 years experience if less than Bachelor's Degree

SYSTEMS ENGINEER II

Major Responsibilities

Collaborates effectively with customer, vendors and other staff to research, cost, plan, and manage projects. Communicates (orally and written) to technical and non-technical groups. Makes informative project presentations at organizational meetings and before large groups. Promotes teamwork and alignment of the team to meet goals and objectives. Manages multiple, concurrent, complicated IT projects to completion with minimal supervision. Develops project scope, objectives, benefits, risk analysis, plans, budgets, resource requirements, templates, procedures, contingency plans and other related

documentation. Creates, maintains and updates system architecture diagrams and documentation. Manages vendors to ensure they are performing to their statement of work before they are authorized for payment. Manages change requests and vendor invoices. Plans and coordinates the work of other employees in execution of duties as project manager. Establishes maintenance schedule to ensure infrastructure is kept current on security, firmware, operating system updates, and software patches during the predefined weekly maintenance window, and as threats arise. Researches and recommends technology improvements in support of the business. Other duties as assigned.

Education Requirements

- Bachelor's Degree

Experience Requirements

- 3 years experience, 7 years experience if less than Bachelor's Degree

SYSTEMS ENGINEER III

Major Responsibilities

Collaborates effectively with customer, vendors and other staff to research, cost, plan, and manage projects. Communicates (orally and written) to technical and non-technical groups. Makes informative project presentations at organizational meetings and before large groups. Promotes teamwork and alignment of the team to meet goals and objectives. Manages multiple, concurrent, complicated IT projects to completion with minimal supervision. Develops project scope, objectives, benefits, risk analysis, plans, budgets, resource requirements, templates, procedures, contingency plans and other related documentation. Creates, maintains and updates system architecture diagrams and documentation. Manages vendors to ensure they are performing to their statement of work before they are authorized for payment. Manages change requests and vendor invoices. Plans and coordinates the work of other employees in execution of duties as project manager. Establishes maintenance schedule to ensure infrastructure is kept current on security, firmware, operating system updates, and software patches during the predefined weekly maintenance window, and as threats arise. Researches and recommends technology improvements in support of the business. Other duties as assigned.

Education Requirements

- Bachelor's Degree

Experience Requirements

- 5 years experience, 9 years experience if less than Bachelor's Degree

SYSTEMS ENGINEER IV

Major Responsibilities

Collaborates effectively with customer, vendors and other staff to research, cost, plan, and manage projects. Communicates (orally and written) to technical and non-technical groups. Makes informative project presentations at organizational meetings and before large groups. Promotes teamwork and alignment of the team to meet goals and objectives. Manages multiple, concurrent, complicated IT projects to completion with minimal supervision. Develops project scope, objectives, benefits, risk analysis, plans, budgets, resource requirements, templates, procedures, contingency plans and other related documentation. Creates, maintains and updates system architecture diagrams and documentation. Manages vendors to ensure they are performing to their statement of work before they are authorized for payment. Manages change requests and vendor invoices. Plans and coordinates the work of other employees in execution of duties as project manager. Establishes maintenance schedule to ensure infrastructure is kept current on security, firmware, operating system updates, and software patches during the predefined weekly maintenance window, and as threats arise. Researches and recommends technology improvements in support of the business. Other duties as assigned.

Education Requirements

- Bachelor's Degree

Experience Requirements

- 7 years experience, 11 years experience if less than Bachelor's Degree

SYSTEMS INFRASTRUCTURE ENGINEER SENIOR

Major Responsibilities

Follow ITIL Service disciplines, covering Incident, Problem and Change Management. Direct involvement in incidents or problems (irrespective of priority) that cause service impact. Works closely with the Enterprise IT and other Specialist to ensure a timely, robust and comprehensive service transition process. Taking ownership of Incidents and Problems assigned to Infrastructure Support Team. Monitors broadcast critical systems. Works with the product owners and support teams to define the requirements for infrastructure to support the systems. Providing timely and professional communication tall levels of the business. Investigates and recommends products from outside vendors, and integrates products into current infrastructure. Monitors incident tracking system for timely resolution of critical issues. Documents changes to existing systems and communicates changes. Provides training and documentation of new, upgraded or reconfigured systems. Works with vendors to resolve bugs, implements improvements and adds new features as required. Ensures that all implementations are in line with company policies and that proper care is taken to insure the security and reliability of broadcast IT systems. Plan and implement upgrades needed to maintain service levels. Conducts testing and analysis of all components of network and server infrastructure components. Maintains server uptime consistent with Business goals and metrics. Maintains and constantly improves server and network performance, reliability and security in line with Engineering Security and Ops best practices. Execution of DR tests as planned and agreed. Installs, configures and supports new and existing servers and network infrastructure.

Education Requirements

- Bachelor's Degree

Experience Requirements

- Ten years direct experience

SYSTEMS MANAGEMENT ENGINEER

Major Responsibilities

Plan and coordinate systems changes with lines of business owners and vendors; Develop of system documentation; Identification of site equipment requirements and assist with ordering; Assist in the development of datacenter requirements. Recommend new technologies based upon business needs and anticipated returns on investment. Drive new technologies towards implementation.

Education Requirements

- Bachelor's Degree

Experience Requirements

- Ten years direct experience

TECHNICAL COORDINATOR

Major Responsibilities

Provides routine operational interface with suppliers to order resources, request services, and manage multiple internal and external hosting environments. Process orders and coordinates internal performance of actions to conform supplied technical resources to business requirements. Assumes overall responsibility for infrastructure and application-supporting systems that comprise the IT Enterprise Environment or the Virtual Data Center (VDC). Maintain and publish application platform standards. Investigates, diagnoses, and resolves issues in the Software Development Lifecycle design and transition stages related to hosting service and systems compatibility with business requirements. Utilizing computer software programs, compiles, tracks, and creates reports and presentations. Must be a self-starter and able to work independently with minimal direction. Other duties as assigned or as situation dictates.

Education Requirements

- Bachelor's Degree in a relevant discipline

Experience Requirements

- Five years direct experience

TECHNICAL WRITER

Major Responsibilities

Researches, writes, edits, and/or proofreads technical documents such as manuals, procedures, and diagrams. Ensures technical documentation is accurate and complete as well as meets editorial and government specifications, and adheres to standards for quality, graphics, coverage, format, and style.

Education Requirements

- Bachelor's degree in English, communication, or related field

Experience Requirements

- 3-5 years of experience in technical writing

TECHNICAL WRITER/EDITOR I

Major Responsibilities

High level of organizational skills and expertise in writing technical documentation and user manuals. Works with developers and end users in gathering and documenting business processes and application requirements. Knowledgeable with software testing, developing end user acceptance testing plans, and delivering guidance for end user testing. Manages the full suite of documentation for business applications, updates throughout the application lifecycle. Delivers formal classroom training to end users.

Education Requirements

- Bachelor's Degree

Experience Requirements

- 1 years experience, 5 years experience if less than Bachelor' s Degree

TECHNICAL WRITER/EDITOR II

Major Responsibilities

High level of organizational skills and expertise in writing technical documentation and user manuals. Works with developers and end users in gathering and documenting business processes and application requirements. Knowledgeable with software testing, developing end user acceptance testing plans, and delivering guidance for end user testing. Manages the full suite of documentation for business applications, updates throughout the application lifecycle. Delivers formal classroom training to end users.

Education Requirements

- Bachelor's Degree

Experience Requirements

- 3 years experience, 7 years experience if less than Bachelor' s Degree

TECHNICAL WRITER/EDITOR III

Major Responsibilities

High level of organizational skills and expertise in writing technical documentation and user manuals. Works with developers and end users in gathering and documenting business processes and application requirements. Knowledgeable with software testing, developing end user acceptance testing plans, and delivering guidance for end user testing. Manages the full suite of documentation for business applications, updates throughout the application lifecycle. Delivers formal classroom training to end users.

Education Requirements

- Bachelor's Degree

Experience Requirements

- 5 years experience, 9 years experience if less than Bachelor' s Degree

TECHNICAL WRITER/EDITOR IV

Major Responsibilities

High level of organizational skills and expertise in writing technical documentation and user manuals. Works with developers and end users in gathering and documenting business processes and application requirements. Knowledgeable with software testing, developing end user acceptance testing plans, and delivering guidance for end user testing. Manages the full suite of documentation for business applications, updates throughout the application lifecycle. Delivers formal classroom training to end users.

Education Requirements

- Bachelor's Degree

Experience Requirements

- 7 years experience, 11 years experience if less than Bachelor' s Degree

UNIX/AIX ADMINISTRATOR

Major Responsibilities

Provides operation of Unix / AIX Systems, mid-tier, mini and client. Server computers using respective computer console/terminal. Coordinates input, output, and file media. Distributes output and controls computer operations. Activate computer systems through appropriate power on procedures; switching hardware components on and off line as required; monitoring the status of all hardware, software and applications systems; initiating application software as specified by operational instructions; analyzing, evaluating and resolving equipment malfunctions; trouble shooting operational communication and application problems; diagnosing system hardware failures, software failures, and communications failures to determine the source of failure; analyzing operating systems and workload projections to identify conflicts, potential backlog situations, priority problems and interface conflicts for computers and communication systems; interfacing with other personnel, customers and contractors as required to accomplish duties; and supporting tape library operations when required. May supervise more junior operators.

Education Requirements

- Vocational Training

Experience Requirements

- Seven years direct experience

VIRTUALIZATION ARCHITECT

Major Responsibilities

Recommend new technologies based upon business value drivers and return on investment. Drive implementation of new technologies. Establish overall platform architecture vision and ensures specific components are appropriately designed and leveraged. Contribute to the holistic vision of Enterprise Architecture. Create the construction of infrastructure architecture components. Establish overall infrastructure architecture vision and ensures specific components are appropriately designed and leveraged. Defines infrastructure architecture standards that are in-line with customer, IT and industry standards. Directs projects to identify enterprise level technology and architectural standards, guidelines, principles, frameworks, and reference models. Competently contributes technical expertise to enterprise programs and projects. Evangelizes architecture and technical strategies, and influences project and program direction toward enterprise technology standards and architectures. Able to escalate non-conformance to appropriate governance bodies.

Education Requirements

- Bachelor's Degree

Experience Requirements

- Ten years direct experience

VIRTUALIZATION ENGINEER

Major Responsibilities

Administer various Windows and Linux operating systems. Install and configure vCenter Server. Configure, manage and maintain ESXi cluster servers. Setup and configure HA, vMotion and DRS. Configure Datacenter clusters, resource pools, Virtual machines and virtual switching. Install, configure and manage VDI solutions utilizing VMware Horizon with View. Monitor health of VMs operating in various datacenters. Manage replications and VM movements between datacenters. Manage disaster recovery of the virtualized environment using SRM. Coordinate with various storage, network & security and server Admin teams. Administer various Windows and Linux operating systems. Understand VMware's integration with complex storage technologies. Ability to manage, administer, and maintain Microsoft SQL Server. Manage Active directory OU and Security group.

Education Requirements

- Bachelor's Degree

Experience Requirements

- Ten years direct experience

VMWARE ADMIN/SYSTEM ADMIN

Major Responsibilities

Performs computer support functions such as deploying and updating software with new releases, maintaining access security, running backups, maintaining operating logs, and maintaining data processing

supplies. Continuously observes the operation of the console panel, storage devices, systems, applications, and printers to monitor the system and determine the point of equipment or program failure. Adjusts computer operations when units of the system or software malfunction. Maintains operating records such as machine or software performance and production reports. Sets standards and audits those standards. Build reliable, secure and high-performance virtual infrastructure hardware and servers to support business and operations support systems/applications. Develop scripts to gain efficiencies for reporting and automating repetitive tasks. Manage CI/CD tools and assist with code deployment in Private Cloud/Pivotal Cloud Foundry and other server environments. Assist with installation and management of databases like MSSql and MySQL databases. Maintain the VMware virtual infrastructure, including, but not limited to, vCenter Server Appliance, vRealize Operations Manager (vROps), vRealize Automation (vRA), vRealize Orchestrator (vRO), vRealize Business, ESXi, Update Manager and NSX. Consistent exercise of independent judgment and discretion in matters of significance.

Education Requirements

- Bachelor's Degree

Experience Requirements

- Ten years direct experience

WEB DEVELOPER

Major Responsibilities

Website and software application design, build, or maintain based on industry best practices. Use scripting or authoring languages, management tools, content creation tools, applications and digital media in various web site designs. Confer with teams to resolve conflicts, prioritize needs, develop content criteria, or choose solutions. Direct Website updates. Develop or validate routines and schedules to ensure that test cases mimic external interfaces and address all browser and device types. Editing, writing, or designing Website content, and directing team members who produce content. Maintaining an understanding of the latest Web applications and programming practices through education, study, and participation in conferences, workshops, and groups. Back up files from Web sites to local directories for recovery. Identifying problems uncovered by customer feedback and testing, and correcting or referring problems to appropriate personnel for correction. Evaluating code to ensure it meets industry standards, is valid, is properly structured, and is compatible with browsers, devices, or operating systems. Determining user needs by analyzing technical requirements.

Education Requirements

- Bachelor's Degree

Experience Requirements

- Ten years direct experience

WINDOWS ADMIN

Major Responsibilities

Provides operation of Microsoft Servers using respective computer console/terminal. Distributes output and controls computer operations. Tasks typically require: activating computer systems through appropriate power on procedures; switching hardware components on and off line as required; monitoring the status of all hardware, software and applications systems; initiating application software as specified by operational instructions; analyzing, evaluating and resolving equipment malfunctions; troubleshooting operational communication and application problems; diagnosing system hardware failures, software failures, and communications failures to determine the source of failure; analyzing operating systems and workload projections to identify conflicts, potential backlog situations, priority problems and interface conflicts for computers and communication systems; interfacing with other personnel, customers and contractors as required to accomplish duties; and supporting tape library operations when required.

Education Requirements

- Bachelor's Degree

Experience Requirements

- Three years direct experience

Windows Admin, Level 1

Major Responsibilities

Provides operation of Windows, mid-tier, mini and client. Server computers using respective computer console/terminal. Coordinates input, output, and file media. Distributes output and controls computer operations. Tasks typically require: activating computer systems through appropriate power on procedures; switching hardware components on and off line as required; monitoring the status of all hardware, software and applications systems; initiating application software as specified by operational instructions; analyzing, evaluating and resolving equipment malfunctions; trouble shooting operational communication and application problems; diagnosing system hardware failures, software failures, and communications failures to determine the source of failure; analyzing operating systems and workload projections to identify conflicts, potential backlog situations, priority problems and interface conflicts for computers and communication systems; interfacing with other personnel, customers and contractors as required to accomplish duties; and supporting tape library operations when required.

Education Requirements

- Bachelor's Degree

Experience Requirements

- Five years direct experience

WINDOWS ADMIN, LEVEL 2

Major Responsibilities

Provides operation of Windows, mid-tier, mini and client server computers using respective computer console/terminal. Coordinates input, output, and file media. Distributes output and controls computer operations. Tasks typically require: activating computer systems through appropriate power on procedures; switching hardware components on and off line as required; monitoring the status of all hardware, software and applications systems; initiating application software as specified by operational instructions; analyzing, evaluating and resolving equipment malfunctions; trouble shooting operational communication and application problems; diagnosing system hardware failures, software failures, and communications failures to determine the source of failure; analyzing operating systems and workload projections to identify conflicts, potential backlog situations, priority problems and interface conflicts for computers and communication systems; interfacing with other personnel, customers and contractors as required to accomplish duties; and supporting tape library operations when required. May supervise more junior operators.

Education Requirements

- Bachelor's Degree

Experience Requirements

- Seven years direct experience

WINDOWS PROGRAMMING AND SECURITY SPECIALIST

Major Responsibilities

Maintain security environment in accordance with government agency security orders and procedures. Supervises other security personnel, and/or coordinates support to the customer in relation to a major secure facility or program requiring a combination of security disciplines to include personnel, physical, technical, AIS, COMSEC, OPSEC, etc. Maintain and distribute security related documentation to appropriate government and contractor customers/employees. Provide training to customers and users when required. Prepare and present security information, reports, and briefings for management and conferences. Provide security/vulnerability analysis, guidance, recommendations, and deficiency resolution and implementation. Manage the resolution of security vulnerabilities identified by site surveys and security readiness reviews. Communicate with a wide range of customers, management, technical employees on information and recommendations on current security issues and the future direction of security systems. Provide briefings and presentations to management and users regarding computer security issues.

Education Requirements

- Associate's Degree

Experience Requirements

- At least twelve years experience in security

WINDOWS SERVER/OS LEAD

Major Responsibilities

Advises customer and/or performs tasks to ensure cost effective system design and development, with integrated/embedded security features that are compliant with required certification/ accreditation standards. May be required to evaluate, develop, recommend, test, modify, and change software/hardware configurations in order to meet government service level computer security requirements. May supervise more junior System Security Engineers.

Education Requirements

- Bachelor's Degree

Experience Requirements

- Ten years direct experience

Glacier Technologies' Labor Category Substitutions Information

Glacier Technologies, LLC (Glacier) will provide only people who meet or exceed the minimum qualifications within the labor category descriptions stated herein. Glacier's labor categories provide experience for minimum education requirements and substituting educational degrees for years of experience. These substitutions are allowed for all Glacier's labor categories unless specified in the description.

Allowable Substitutions

The table below presents the allowable substitutions based on the education and experience of the labor categories in the Pricelist. Experience should be professional and job related, it does not have to be specific to the project to be accomplished. However, if a degree is used in place of experience, the degree must be related to the project or task.

Min Edu.	Allowable Substitutions	
	Education and/or Experience	Related Certification
Associates	4 years relevant experience	Trade/Vocational School or Technical Training or Military Training in relevant field
Bachelors	Associates + 4 years relevant experience or 6 years relevant experience <ul style="list-style-type: none"> • Level I - One (1) year experience, five (5) years experience if less than Bachelor's Degree • Level II - Three (3) years experience, seven (7) years experience if less than Bachelor's Degree • Level III - Five (5) years experience, nine (9) years experience if less than Bachelor's Degree • Level IV - Seven (7) years experience, eleven (11) years experience if less than Bachelor's Degree 	Professional or Industry Standard Technical Certification in a relevant field. (e.g. MCSE, CCNP, CNA, CNE)
Masters	Bachelors + 4 years relevant experience, or Associates + 8 years relevant experience, or 10 years relevant experience	Professional certification in a relevant field

6.0 PRICE LIST

SIN	GSA SERVICE PROPOSED (e.g. Labor Category/Task)	UNIT OF ISSUE (e.g. Hour, Task, or Sq ft)	Proposed GSA Rate w/ IFF				
			Year 1 October 2018 - October 2019	Year 2 October 2018 - October 2019	Year 3 October 2018 - October 2019	Year 4 October 2018 - October 2019	Year 5 October 2018 - October 2019
132-51	Account/Vulnerability Mgmt IT Security Specialist	Hourly	\$124.89	\$126.76	\$128.66	\$130.59	\$132.55
132-51	Advisory I/T Specialist	Hourly	\$182.89	\$185.63	\$188.41	\$191.24	\$194.11
132-51	Application Project Manager I	Hourly	\$159.12	\$161.51	\$163.93	\$166.39	\$168.89
132-51	Application Project Manager III	Hourly	\$176.70	\$179.35	\$182.04	\$184.77	\$187.54
132-51	Applications Release Manager	Hourly	\$150.71	\$152.97	\$155.26	\$157.59	\$159.95
132-51	ArcGIS Test Engineer	Hourly	\$130.98	\$132.94	\$134.93	\$136.95	\$139.00
132-51	Capacity Manager	Hourly	\$142.69	\$144.83	\$147.00	\$149.21	\$151.45
132-51	Certified I/T Specialist	Hourly	\$260.16	\$264.06	\$268.02	\$272.04	\$276.12
132-51	Change Manager	Hourly	\$135.41	\$137.44	\$139.50	\$141.59	\$143.71
132-51	Citrix Administrator	Hourly	\$119.95	\$121.75	\$123.58	\$125.43	\$127.31
132-51	Citrix NetScaler Engineer	Hourly	\$126.47	\$128.37	\$130.30	\$132.25	\$134.23
132-51	Citrix QA Test Engineer	Hourly	\$130.98	\$132.94	\$134.93	\$136.95	\$139.00
132-51	Citrix System Engineer/Analyst	Hourly	\$150.09	\$152.34	\$154.63	\$156.95	\$159.30
132-51	Citrix Test Engineer	Hourly	\$130.44	\$132.40	\$134.39	\$136.41	\$138.46
132-51	Citrix/Virtualization Arch Lead	Hourly	\$139.53	\$141.62	\$143.74	\$145.90	\$148.09
132-51	Cloud Engineer I	Hourly	\$112.20	\$113.88	\$115.59	\$117.32	\$119.08
132-51	Cloud Engineer II	Hourly	\$137.70	\$139.77	\$141.87	\$144.00	\$146.16
132-51	Cloud Engineer III	Hourly	\$163.22	\$165.67	\$168.16	\$170.68	\$173.24
132-51	Cloud Engineer IV	Hourly	\$188.74	\$191.57	\$194.44	\$197.36	\$200.32
132-51	Cloud Engineer/SME	Hourly	\$142.02	\$144.15	\$146.31	\$148.50	\$150.73
132-51	Configuration/Account Management Specialist	Hourly	\$159.10	\$161.49	\$163.91	\$166.37	\$168.87
132-51	Content DB End User Support	Hourly	\$135.82	\$137.86	\$139.93	\$142.03	\$144.16
132-51	Content DB/Oracle RAC SME	Hourly	\$143.00	\$145.15	\$147.33	\$149.54	\$151.78
132-51	Content DB/RAC	Hourly	\$184.42	\$187.19	\$190.00	\$192.85	\$195.74
132-51	Data Center Facilities Engineer	Hourly	\$152.56	\$154.85	\$157.17	\$159.53	\$161.92
132-51	Data Senior Network Engineer	Hourly	\$159.51	\$161.90	\$164.33	\$166.79	\$169.29
132-51	Database Administrator	Hourly	\$157.62	\$159.98	\$162.38	\$164.82	\$167.29
132-51	Database Architect	Hourly	\$144.41	\$146.58	\$148.78	\$151.01	\$153.28
132-51	Database Designer/Architect	Hourly	\$174.29	\$176.90	\$179.55	\$182.24	\$184.97
132-51	Database Developer I	Hourly	\$75.89	\$77.03	\$78.19	\$79.36	\$80.55
132-51	Database Developer II	Hourly	\$109.42	\$111.06	\$112.73	\$114.42	\$116.14
132-51	Database Developer III	Hourly	\$142.94	\$145.08	\$147.26	\$149.47	\$151.71

SIN	GSA SERVICE PROPOSED (e.g. Labor Category/Task)	UNIT OF ISSUE (e.g. Hour, Task, or Sq ft)	Proposed GSA Rate w/ IFF				
			Year 1 October 2018 - October 2019	Year 2 October 2018 - October 2019	Year 3 October 2018 - October 2019	Year 4 October 2018 - October 2019	Year 5 October 2018 - October 2019
132-51	Database Developer IV	Hourly	\$176.48	\$179.13	\$181.82	\$184.55	\$187.32
132-51	Database Engineer	Hourly	\$154.33	\$156.64	\$158.99	\$161.37	\$163.79
132-51	Database Engineer I	Hourly	\$118.40	\$120.18	\$121.98	\$123.81	\$125.67
132-51	Database Engineer II	Hourly	\$143.09	\$145.24	\$147.42	\$149.63	\$151.87
132-51	Database Engineer III	Hourly	\$167.79	\$170.31	\$172.86	\$175.45	\$178.08
132-51	Database Engineer IV	Hourly	\$192.48	\$195.37	\$198.30	\$201.27	\$204.29
132-51	Database Specialist I	Hourly	\$99.99	\$101.49	\$103.01	\$104.56	\$106.13
132-51	Database Specialist III	Hourly	\$123.60	\$125.45	\$127.33	\$129.24	\$131.18
132-51	Database Specialist III	Hourly	\$147.20	\$149.41	\$151.65	\$153.92	\$156.23
132-51	Database Specialist IV	Hourly	\$170.80	\$173.36	\$175.96	\$178.60	\$181.28
132-51	Database/GIS/ArcSDE Lead	Hourly	\$166.50	\$169.00	\$171.54	\$174.11	\$176.72
132-51	EFS Program Manager	Hourly	\$186.07	\$188.86	\$191.69	\$194.57	\$197.49
132-51	Elevated User Support	Hourly	\$135.19	\$137.22	\$139.28	\$141.37	\$143.49
132-51	Enterprise Storage Systems Engineer/Arch	Hourly	\$166.56	\$169.06	\$171.60	\$174.17	\$176.78
132-51	Enterprise Systems Mgmt/Tivoli Lead	Hourly	\$155.23	\$157.56	\$159.92	\$162.32	\$164.75
132-51	ESRI GIS Specialist, Level 1	Hourly	\$126.87	\$128.77	\$130.70	\$132.66	\$134.65
132-51	ESRI GIS Specialist, Level 2	Hourly	\$154.53	\$156.85	\$159.20	\$161.59	\$164.01
132-51	Event Manager	Hourly	\$155.27	\$157.60	\$159.96	\$162.36	\$164.80
132-51	File Structure Subject Matter Expert	Hourly	\$170.29	\$172.84	\$175.43	\$178.06	\$180.73
132-51	GIS Architect/Engineer I	Hourly	\$120.80	\$122.61	\$124.45	\$126.32	\$128.21
132-51	GIS Architect/Engineer II	Hourly	\$144.80	\$146.97	\$149.17	\$151.41	\$153.68
132-51	GIS Architect/Engineer III	Hourly	\$168.81	\$171.34	\$173.91	\$176.52	\$179.17
132-51	GIS Architect/Engineer IV	Hourly	\$192.80	\$195.69	\$198.63	\$201.61	\$204.63
132-51	GIS Specialist I	Hourly	\$92.02	\$93.40	\$94.80	\$96.22	\$97.66
132-51	GIS Specialist II	Hourly	\$117.52	\$119.28	\$121.07	\$122.89	\$124.73
132-51	GIS Specialist III	Hourly	\$143.01	\$145.16	\$147.34	\$149.55	\$151.79
132-51	GIS Specialist IV	Hourly	\$168.52	\$171.05	\$173.62	\$176.22	\$178.86
132-51	IT Analyst I	Hourly	\$98.81	\$100.29	\$101.79	\$103.32	\$104.87
132-51	IT Analyst II	Hourly	\$127.37	\$129.28	\$131.22	\$133.19	\$135.19
132-51	IT Analyst III	Hourly	\$155.93	\$158.27	\$160.64	\$163.05	\$165.50
132-51	IT Analyst IV	Hourly	\$184.48	\$187.25	\$190.06	\$192.91	\$195.80
132-51	IT Architect I	Hourly	\$108.13	\$109.75	\$111.40	\$113.07	\$114.77
132-51	IT Architect II	Hourly	\$136.30	\$138.34	\$140.42	\$142.53	\$144.67
132-51	IT Architect III	Hourly	\$164.46	\$166.93	\$169.43	\$171.97	\$174.55

SIN	GSA SERVICE PROPOSED (e.g. Labor Category/Task)	UNIT OF ISSUE (e.g. Hour, Task, or Sq ft)	Proposed GSA Rate w/ IFF				
			Year 1 October 2018 - October 2019	Year 2 October 2018 - October 2019	Year 3 October 2018 - October 2019	Year 4 October 2018 - October 2019	Year 5 October 2018 - October 2019
132-51	IT Architect IV	Hourly	\$192.63	\$195.52	\$198.45	\$201.43	\$204.45
132-51	IT Consultant I	Hourly	\$150.41	\$152.67	\$154.96	\$157.28	\$159.64
132-51	IT Consultant II	Hourly	\$189.81	\$192.66	\$195.55	\$198.48	\$201.46
132-51	IT Consultant III	Hourly	\$229.20	\$232.64	\$236.13	\$239.67	\$243.27
132-51	IT Consultant IV	Hourly	\$268.58	\$272.61	\$276.70	\$280.85	\$285.06
132-51	IT Technician I	Hourly	\$65.64	\$66.62	\$67.62	\$68.63	\$69.66
132-51	IT Technician II	Hourly	\$95.18	\$96.61	\$98.06	\$99.53	\$101.02
132-51	IT Technician III	Hourly	\$124.74	\$126.61	\$128.51	\$130.44	\$132.40
132-51	IT Technician IV	Hourly	\$154.29	\$156.60	\$158.95	\$161.33	\$163.75
132-51	Journeyman Programmer/ Analyst	Hourly	\$123.29	\$125.14	\$127.02	\$128.93	\$130.86
132-51	Junior Data Migration System Administrator	Hourly	\$134.15	\$136.16	\$138.20	\$140.27	\$142.37
132-51	Lab Manager HW/SW	Hourly	\$155.25	\$157.58	\$159.94	\$162.34	\$164.78
132-51	LAN Support Technician	Hourly	\$119.68	\$121.48	\$123.30	\$125.15	\$127.03
132-51	LAN/WAN/MAN Administrator	Hourly	\$123.62	\$125.47	\$127.35	\$129.26	\$131.20
132-51	Lead Senior Engineer	Hourly	\$155.18	\$157.51	\$159.87	\$162.27	\$164.70
132-51	Linux Administrator/Architect	Hourly	\$186.82	\$189.62	\$192.46	\$195.35	\$198.28
132-51	Linux/AIX/Unix/ESX Lead	Hourly	\$168.51	\$171.04	\$173.61	\$176.21	\$178.85
132-51	Network Administrator I	Hourly	\$72.69	\$73.78	\$74.89	\$76.01	\$77.15
132-51	Network Administrator III	Hourly	\$94.57	\$95.99	\$97.43	\$98.89	\$100.37
132-51	Network Administrator III	Hourly	\$116.48	\$118.23	\$120.00	\$121.80	\$123.63
132-51	Network Administrator IV	Hourly	\$138.38	\$140.46	\$142.57	\$144.71	\$146.88
132-51	Network Engineer I	Hourly	\$124.14	\$126.00	\$127.89	\$129.81	\$131.76
132-51	Network Engineer II	Hourly	\$148.27	\$150.49	\$152.75	\$155.04	\$157.37
132-51	Network Engineer III	Hourly	\$172.39	\$174.98	\$177.60	\$180.26	\$182.96
132-51	Network Engineer IV	Hourly	\$196.52	\$199.47	\$202.46	\$205.50	\$208.58
132-51	Network Modeling Engineer	Hourly	\$180.36	\$183.07	\$185.82	\$188.61	\$191.44
132-51	Network Operations Support	Hourly	\$128.35	\$130.28	\$132.23	\$134.21	\$136.22
132-51	Network Performance Engineer	Hourly	\$153.42	\$155.72	\$158.06	\$160.43	\$162.84
132-51	Network Technical Writer	Hourly	\$123.41	\$125.26	\$127.14	\$129.05	\$130.99
132-51	Network Telecom Technician	Hourly	\$128.35	\$130.28	\$132.23	\$134.21	\$136.22
132-51	On-site Technician	Hourly	\$120.97	\$122.78	\$124.62	\$126.49	\$128.39
132-51	Oracle CDB Sr Consultant	Hourly	\$291.20	\$295.57	\$300.00	\$304.50	\$309.07
132-51	Oracle CDB/SME Developer	Hourly	\$186.22	\$189.01	\$191.85	\$194.73	\$197.65
132-51	Oracle CDB/SME Developer/Arch (OCS)	Hourly	\$202.39	\$205.43	\$208.51	\$211.64	\$214.81

SIN	GSA SERVICE PROPOSED (e.g. Labor Category/Task)	UNIT OF ISSUE (e.g. Hour, Task, or Sq ft)	Proposed GSA Rate w/ IFF				
			Year 1 October 2018 - October 2019	Year 2 October 2018 - October 2019	Year 3 October 2018 - October 2019	Year 4 October 2018 - October 2019	Year 5 October 2018 - October 2019
132-51	Oracle Database Engineer	Hourly	\$190.10	\$192.95	\$195.84	\$198.78	\$201.76
132-51	Oracle EDBA	Hourly	\$142.78	\$144.92	\$147.09	\$149.30	\$151.54
132-51	Oracle Test Engineer	Hourly	\$158.44	\$160.82	\$163.23	\$165.68	\$168.17
132-51	Program Manager	Hourly	\$172.15	\$174.73	\$177.35	\$180.01	\$182.71
132-51	Program Manager I	Hourly	\$136.97	\$139.02	\$141.11	\$143.23	\$145.38
132-51	Program Manager II	Hourly	\$159.61	\$162.00	\$164.43	\$166.90	\$169.40
132-51	Program Manager III	Hourly	\$182.26	\$184.99	\$187.76	\$190.58	\$193.44
132-51	Program Manager IV	Hourly	\$204.90	\$207.97	\$211.09	\$214.26	\$217.47
132-51	Programmer	Hourly	\$140.99	\$143.10	\$145.25	\$147.43	\$149.64
132-51	Programmer III	Hourly	\$169.77	\$172.32	\$174.90	\$177.52	\$180.18
132-51	Programmer/Analyst I	Hourly	\$88.43	\$89.76	\$91.11	\$92.48	\$93.87
132-51	Programmer/Analyst III	Hourly	\$120.46	\$122.27	\$124.10	\$125.96	\$127.85
132-51	Programmer/Analyst III	Hourly	\$152.47	\$154.76	\$157.08	\$159.44	\$161.83
132-51	Programmer/Analyst IV	Hourly	\$184.49	\$187.26	\$190.07	\$192.92	\$195.81
132-51	Project Executive	Hourly	\$257.90	\$261.77	\$265.70	\$269.69	\$273.74
132-51	Project Manager	Hourly	\$199.72	\$202.72	\$205.76	\$208.85	\$211.98
132-51	Project Manager I	Hourly	\$96.05	\$97.49	\$98.95	\$100.43	\$101.94
132-51	Project Manager II	Hourly	\$144.65	\$146.82	\$149.02	\$151.26	\$153.53
132-51	Project Manager III	Hourly	\$193.25	\$196.15	\$199.09	\$202.08	\$205.11
132-51	Project Manager IV	Hourly	\$241.85	\$245.48	\$249.16	\$252.90	\$256.69
132-51	QA Specialist I	Hourly	\$72.80	\$73.89	\$75.00	\$76.13	\$77.27
132-51	QA Specialist II	Hourly	\$99.59	\$101.08	\$102.60	\$104.14	\$105.70
132-51	QA Specialist III	Hourly	\$126.39	\$128.29	\$130.21	\$132.16	\$134.14
132-51	QA Specialist IV	Hourly	\$153.20	\$155.50	\$157.83	\$160.20	\$162.60
132-51	Quality Assurance Specialist	Hourly	\$137.99	\$140.06	\$142.16	\$144.29	\$146.45
132-51	Security Analyst	Hourly	\$132.15	\$134.13	\$136.14	\$138.18	\$140.25
132-51	Security Engineer	Hourly	\$186.38	\$189.18	\$192.02	\$194.90	\$197.82
132-51	Security Engineer I	Hourly	\$142.64	\$144.78	\$146.95	\$149.15	\$151.39
132-51	Security Engineer II	Hourly	\$169.80	\$172.35	\$174.94	\$177.56	\$180.22
132-51	Security Engineer III	Hourly	\$196.96	\$199.91	\$202.91	\$205.95	\$209.04
132-51	Security Engineer IV	Hourly	\$224.12	\$227.48	\$230.89	\$234.35	\$237.87
132-51	Security Specialist I	Hourly	\$89.84	\$91.19	\$92.56	\$93.95	\$95.36
132-51	Security Specialist II	Hourly	\$119.70	\$121.50	\$123.32	\$125.17	\$127.05
132-51	Security Specialist III	Hourly	\$149.53	\$151.77	\$154.05	\$156.36	\$158.71
132-51	Security Specialist IV	Hourly	\$179.39	\$182.08	\$184.81	\$187.58	\$190.39
132-51	Senior Consultant	Hourly	\$265.25	\$269.23	\$273.27	\$277.37	\$281.53

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			Year 1 October 2018 - October 2019	Year 2 October 2018 - October 2019	Year 3 October 2018 - October 2019	Year 4 October 2018 - October 2019	Year 5 October 2018 - October 2019
132-51	Senior Data Migration System Administrator	Hourly	\$152.56	\$154.85	\$157.17	\$159.53	\$161.92
132-51	Senior Database Administrator	Hourly	\$147.76	\$149.98	\$152.23	\$154.51	\$156.83
132-51	Senior Database Management Specialist	Hourly	\$147.66	\$149.87	\$152.12	\$154.40	\$156.72
132-51	Senior I/T Specialist	Hourly	\$213.20	\$216.40	\$219.65	\$222.94	\$226.28
132-51	Senior IT Architect Master	Hourly	\$166.97	\$169.47	\$172.01	\$174.59	\$177.21
132-51	Senior IT Architect/Systems Engineer	Hourly	\$170.24	\$172.79	\$175.38	\$178.01	\$180.68
132-51	Senior Level Consultant/Mgmt Lead	Hourly	\$173.22	\$175.82	\$178.46	\$181.14	\$183.86
132-51	Senior Networking Systems Programmer	Hourly	\$177.28	\$179.94	\$182.64	\$185.38	\$188.16
132-51	Senior Program Manager	Hourly	\$202.35	\$205.39	\$208.47	\$211.60	\$214.77
132-51	Senior Program Office Support Specialist	Hourly	\$178.70	\$181.38	\$184.10	\$186.86	\$189.66
132-51	Senior Programmer/ Analyst	Hourly	\$167.80	\$170.32	\$172.87	\$175.46	\$178.09
132-51	Senior Project Manager	Hourly	\$238.84	\$242.42	\$246.06	\$249.75	\$253.50
132-51	Senior Systems Engineer	Hourly	\$162.47	\$164.91	\$167.38	\$169.89	\$172.44
132-51	Senior Systems Programmer/Analyst	Hourly	\$167.80	\$170.32	\$172.87	\$175.46	\$178.09
132-51	Server Decommissioning Specialist	Hourly	\$126.93	\$128.83	\$130.76	\$132.72	\$134.71
132-51	Software/Application Developer I	Hourly	\$102.75	\$104.29	\$105.85	\$107.44	\$109.05
132-51	Software/Application Developer II	Hourly	\$133.55	\$135.55	\$137.58	\$139.64	\$141.73
132-51	Software/Application Developer III	Hourly	\$164.33	\$166.79	\$169.29	\$171.83	\$174.41
132-51	Software/Application Developer IV	Hourly	\$195.13	\$198.06	\$201.03	\$204.05	\$207.11
132-51	Software/Application Engineer I	Hourly	\$112.59	\$114.28	\$115.99	\$117.73	\$119.50
132-51	Software/Application Engineer II	Hourly	\$143.88	\$146.04	\$148.23	\$150.45	\$152.71
132-51	Software/Application Engineer III	Hourly	\$175.16	\$177.79	\$180.46	\$183.17	\$185.92
132-51	Software/Application Engineer IV	Hourly	\$206.45	\$209.55	\$212.69	\$215.88	\$219.12
132-51	Software/Application Specialist I	Hourly	\$78.89	\$80.07	\$81.27	\$82.49	\$83.73
132-51	Software/Application Specialist II	Hourly	\$114.88	\$116.60	\$118.35	\$120.13	\$121.93
132-51	Software/Application Specialist III	Hourly	\$150.87	\$153.13	\$155.43	\$157.76	\$160.13

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132-51	Software/Application Specialist IV	Hourly	\$186.86	\$189.66	\$192.50	\$195.39	\$198.32
132-51	Sr. Linux/AIX Arch Admin	Hourly	\$178.92	\$181.60	\$184.32	\$187.08	\$189.89
132-51	Storage Architect	Hourly	\$182.34	\$185.08	\$187.86	\$190.68	\$193.54
132-51	Storage Area Network Administrator/Engineer	Hourly	\$142.79	\$144.93	\$147.10	\$149.31	\$151.55
132-51	Subject Matter Expert I	Hourly	\$135.14	\$137.17	\$139.23	\$141.32	\$143.44
132-51	Subject Matter Expert II	Hourly	\$173.41	\$176.01	\$178.65	\$181.33	\$184.05
132-51	Subject Matter Expert III	Hourly	\$210.67	\$213.83	\$217.04	\$220.30	\$223.60
132-51	Subject Matter Expert IV	Hourly	\$247.94	\$251.66	\$255.43	\$259.26	\$263.15
132-51	System Engineer IT Analyst	Hourly	\$154.31	\$156.62	\$158.97	\$161.35	\$163.77
132-51	System Infrastructure Architect	Hourly	\$180.36	\$183.07	\$185.82	\$188.61	\$191.44
132-51	Systems Administrator	Hourly	\$118.40	\$120.18	\$121.98	\$123.81	\$125.67
132-51	Systems Administrator I	Hourly	\$87.27	\$88.58	\$89.91	\$91.26	\$92.63
132-51	Systems Administrator II	Hourly	\$109.64	\$111.28	\$112.95	\$114.64	\$116.36
132-51	Systems Administrator III	Hourly	\$132.01	\$133.99	\$136.00	\$138.04	\$140.11
132-51	Systems Administrator IV	Hourly	\$154.37	\$156.69	\$159.04	\$161.43	\$163.85
132-51	Systems Arch/Engineer ESM – Master	Hourly	\$146.82	\$149.02	\$151.26	\$153.53	\$155.83
132-51	Systems Architect Tivoli	Hourly	\$162.23	\$164.66	\$167.13	\$169.64	\$172.18
132-51	Systems Architect/Engineer GIS	Hourly	\$190.40	\$193.26	\$196.16	\$199.10	\$202.09
132-51	Systems Engineer I	Hourly	\$99.99	\$101.49	\$103.01	\$104.56	\$106.13
132-51	Systems Engineer II	Hourly	\$130.65	\$132.61	\$134.60	\$136.62	\$138.67
132-51	Systems Engineer III	Hourly	\$161.32	\$163.74	\$166.20	\$168.69	\$171.22
132-51	Systems Engineer IV	Hourly	\$191.99	\$194.87	\$197.79	\$200.76	\$203.77
132-51	Systems Infrastructure Engineer Senior	Hourly	\$147.79	\$150.01	\$152.26	\$154.54	\$156.86
132-51	Systems Management Engineer	Hourly	\$160.62	\$163.03	\$165.48	\$167.96	\$170.48
132-51	Task Leader	Hourly	\$167.80	\$170.32	\$172.87	\$175.46	\$178.09
132-51	Technical Coordinator	Hourly	\$150.24	\$152.49	\$154.78	\$157.10	\$159.46
132-51	Technical Writer	Hourly	\$125.13	\$127.01	\$128.92	\$130.85	\$132.81
132-51	Technical Writer I	Hourly	\$72.19	\$73.27	\$74.37	\$75.49	\$76.62
132-51	Technical Writer II	Hourly	\$91.01	\$92.38	\$93.77	\$95.18	\$96.61
132-51	Technical Writer III	Hourly	\$109.81	\$111.46	\$113.13	\$114.83	\$116.55
132-51	Technical Writer IV	Hourly	\$128.62	\$130.55	\$132.51	\$134.50	\$136.52
132-51	Unix/AIX Administrator	Hourly	\$130.74	\$132.70	\$134.69	\$136.71	\$138.76
132-51	Virtualization Architect	Hourly	\$190.24	\$193.09	\$195.99	\$198.93	\$201.91

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132-51	Virtualization Engineer	Hourly	\$184.61	\$187.38	\$190.19	\$193.04	\$195.94
132-51	VMWare Admin/System Admin	Hourly	\$137.00	\$139.06	\$141.15	\$143.27	\$145.42
132-51	Web Developer	Hourly	\$127.26	\$129.17	\$131.11	\$133.08	\$135.08
132-51	Windows Admin	Hourly	\$116.93	\$118.68	\$120.46	\$122.27	\$124.10
132-51	Windows Admin, Level 1	Hourly	\$127.83	\$129.75	\$131.70	\$133.68	\$135.69
132-51	Windows Admin, Level 2	Hourly	\$152.45	\$154.74	\$157.06	\$159.42	\$161.81
132-51	Windows Programming and Security Specialist	Hourly	\$130.72	\$132.68	\$134.67	\$136.69	\$138.74
132-51	Windows Server/OS lead	Hourly	\$126.66	\$128.56	\$130.49	\$132.45	\$134.44